

**PROCESS GUIDE FOR
FAST TRACK RECONNECTION TO CRITICAL
TELECOMMUNICATIONS ASSETS
(STREET FURNITURE)**



Scottish & Southern
Electricity Networks

Scottish and Southern Electricity Networks

We own and operate two electricity distribution licence areas, one in the north of Scotland and the other in central southern England.

Scottish Hydro Electric Power Distribution (SHEPD) – operates in the north of Scotland and safely delivers electricity to around 770,000 customers across a quarter of the UK landmass. Southern Electric Power Distribution (SEPD) – operates in central southern England and safely delivers electricity supplies to more than 3 million customers.

We offer a range of connection services for customers including metered and unmetered connections to telecommunications street furniture (e.g. broadband cabinets).

This guide outlines the process customers will need to follow if their existing metered or unmetered connection to their telecommunications asset has been disconnected – following a third party damaged or knock down during a Road Traffic Accident (RTA) – and requires an urgent reconnection.

Fast Track Reconnection Process Guide

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Fast Track Reconnection Process for Critical 'Metered' Telecommunications Assets

If your metered telecommunication asset is damaged or knocked down and requires urgent replacement or repair, you will need to follow the process below:

1. The asset owner will need to contact us on 105 (or 0800 072 7282 in central southern England, or 0800 300 999 in north of Scotland) to request a disconnection to allow their metered asset to be replaced or repaired.

2. We will attend the site to complete the disconnection of the metered supply to the telecommunication asset and make the area safe.

3. The asset owner will then need to submit a new connection application to reconnect the metered supply to their telecommunication asset:

a. Please use our [online application](#) service for the fast track reconnection of your metered telecommunication asset.

See details on how to use this online service on next pages.

b. We will issue a 'Small New Connection' type of Quote letter to you within 2 working days for the reconnection works of your metered telecommunication asset.

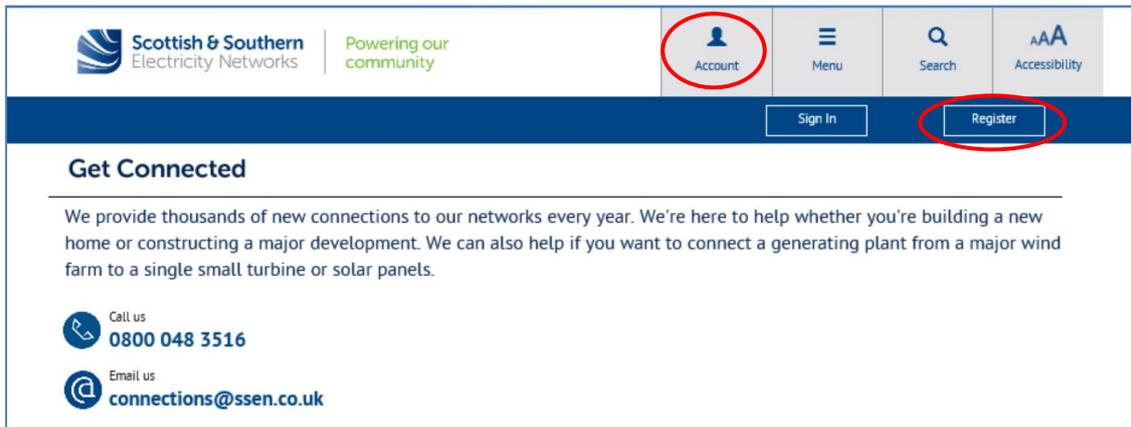
c. Should you wish to proceed, upon acceptance and payment received we will schedule the reconnection works to be completed within 5 working days.

Applying online

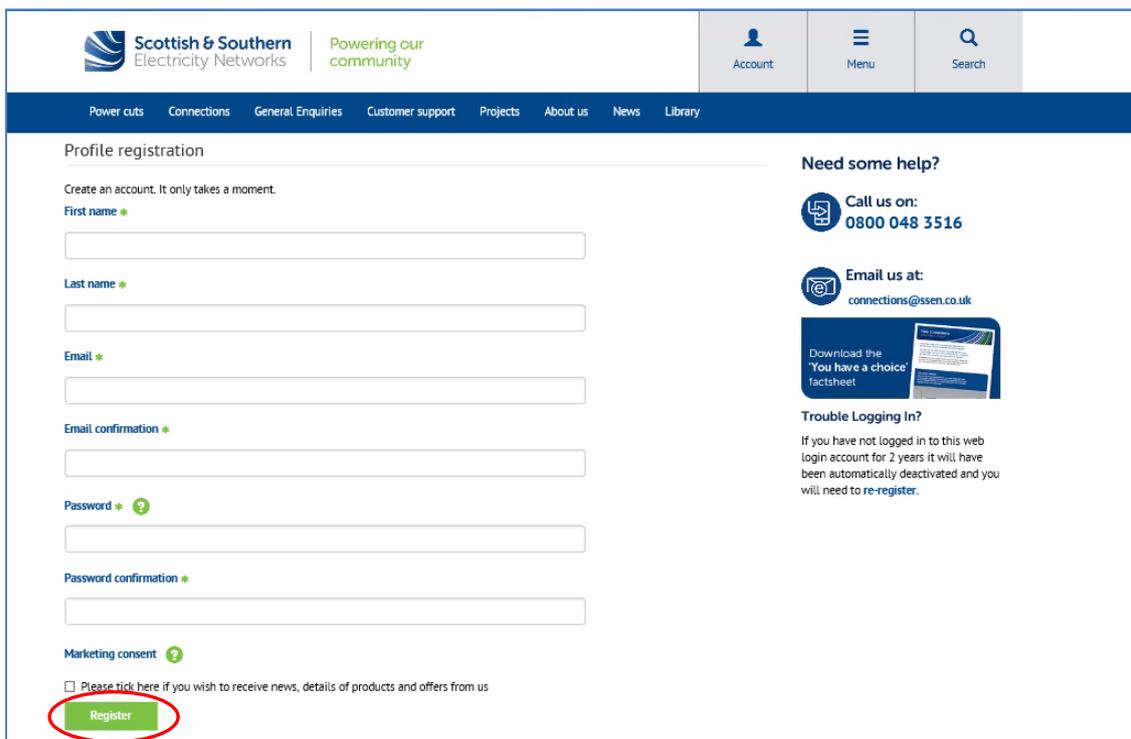
1. Getting started – Creating a profile

Before you can make an application online you first have to create a profile. This section shows how easy this is to set up.

Firstly, access our connections website at www.ssen.co.uk/connections/ and select the “Account” tab on the right-hand side of the header and click on the “Register” button.



This will open a profile registration questionnaire which you should complete and submit.



If you wish others to be able to access your online profile and receive updates, then please consider registering a group email account and password. You are now registered and can apply for your reconnections online.

2. Accessing 'Online Applications' from 'Your profile'

This section shows you how to access the online application service from your online profile page.

Again this starts with accessing our connections website on www.ssen.co.uk/connections and selecting the "Account" tab but this time click the "Sign In" button to log into your account using your registered email address and password.

The screenshot shows the top navigation bar with the 'Account' tab circled in red. Below it, the 'Sign In' button is also circled in red. A green arrow points from the 'Sign In' button to a callout box. The callout box contains the text: 'Download the "You have a choice" factsheet' and 'Trouble Logging In? If you have not logged in to this web login account for 2 years it will have been automatically deactivated and you will need to re-register.' The word 'deactivated' is circled in red in the callout box.

If you have previously registered an account and have not used this for the last 2 years your account may have been deactivated and you will need to "re-register" using the link above.

Once you have logged in to your account you will see your profile page which you can update if required.

The screenshot shows the 'Your profile' page. The page contains a welcome message, a 'My Details' section with fields for Title, First name, Last name, Phone number, Company name, and Email address. There are 'Update Profile' and 'Update Password' buttons. The 'My correspondence address' section shows address details. The 'Need some help?' section includes contact information and a link to download the 'You have a choice' factsheet. The 'Your job and applications' section has a 'Job Tracking' button, and the 'Online applications' section has a 'Make Application' button.

Your profile page also allows you to access and track your previous projects (“**Job Tracking**”), to make a new application (“**Make Application**”), and to view our upcoming customer engagement events (“**View all events**”).

From your profile page click on the “**Make Application**” button to apply for a “**Fast Track Reconnection**” to a telecommunication asset.

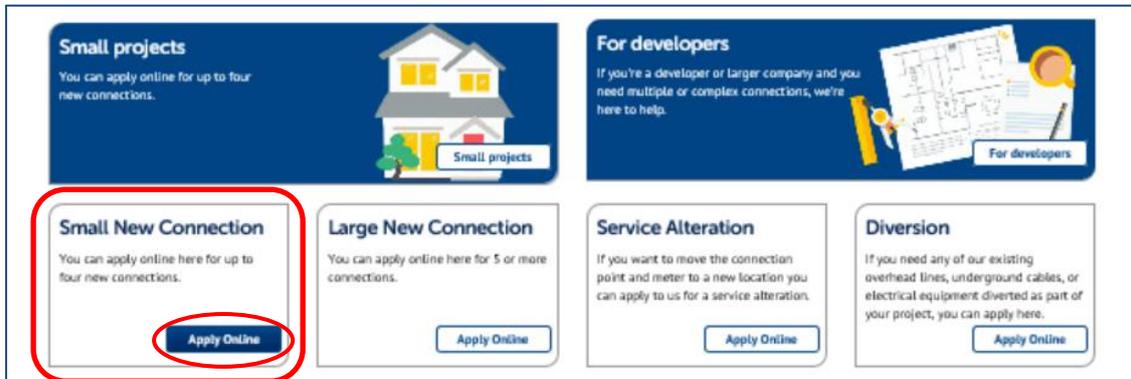
The screenshot shows a user profile page with three main sections. The first section, 'Your job and applications', contains a 'Job Tracking' button. The second section, 'Online applications', contains a 'Make Application' button which is circled in red. The third section, 'Upcoming events', contains a 'View all events' button.

This opens a new “**Online Applications**” page allowing you to choose the type of connection or service you would like to apply for.

The screenshot shows the 'Online Applications' page on the Scottish & Southern Electricity Networks website. The page features a navigation bar with 'Account', 'Menu', 'Search', and 'Accessibility' options. Below the navigation bar, there are contact details for 'Call us' (0800 048 3516) and 'Email us' (connections@ssen.co.uk). The main content area is divided into several sections, each with a title, description, and a button to either 'Apply Online' or 'Find Out More'. The sections include: 'Small projects', 'For developers', 'Small New Connection', 'Large New Connection', 'Service Alteration', 'Diversion', 'Generation', 'Increase Electrical Capacity', 'Unmetered Connection', and 'Non-Contestable Works'.

3. Making an application for a 'Fast Track Reconnection' to a metered telecommunication asset

From the "Online Applications" page you can apply for a "Fast Track Reconnection" to a metered telecommunication asset which has been damaged or knocked down, by selecting the appropriate link, i.e. online application for a "Small New Connection". Click on the "Apply Online" button.



For all reconnection applications, we first need to confirm that we are the Distribution Network Operator (DNO) for the area in question. To allow us to confirm this you will be asked to provide either a postcode or town and county where the reconnection is to be made, then click on the "Check" button.

The form asks for location details to confirm the site is in the network area. It has fields for 'Postcode' (PH1 3AQ), 'Town', and 'County'. A green 'Check' button is highlighted with a red circle. To the right, there is a 'Need some help?' section with contact information: 'Call us on: 0800 048 3516' and 'Email us at: connections@ssen.com'. There is also a link to download a 'You have a choice' factsheet.

If your details are confirmed to be in area, then click the "Continue" button.

The form shows the location details confirmed: 'Postcode' is PH1 3AQ, 'Town' is PERTH, and 'County' is Perthshire. A green 'Check' button is now disabled. A blue 'Continue' button is highlighted with a red circle. Below the form, there is a message: 'Thank you. Your details are confirmed to be in area, please continue with your application. Please note, on submitting your application, you may be required to pay a Connection Offer Expense, whether or not you wish to accept your Connection Offer. For further information please see the Connection Offer Expenses Customer Guide on our website here.' To the right, there is a 'Need some help?' section with contact information and a link to download a 'You have a choice' factsheet. A privacy notice is also present: 'We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to process your application and associated works in accordance'.

Once it is confirmed that we are the DNO operating in the area in question, you will be asked for more information on the location and type of connection you would like us to provide. This is a four-stage process and includes providing your details, the details of the site address, customer and site contacts, style of property (i.e. 'other' for a street furniture) and connection loads required (i.e. 'existing load' figure, if known, for the reconnection of existing load).

You can also upload your supporting documents such as site layout and location plan, additional information such as photographs of your damaged or knocked down telecommunication asset, and any necessary correspondence at the end of the process.

The next few pages will walk through the information you need to provide us to allow us to quote for the reconnection of your metered telecommunication asset.

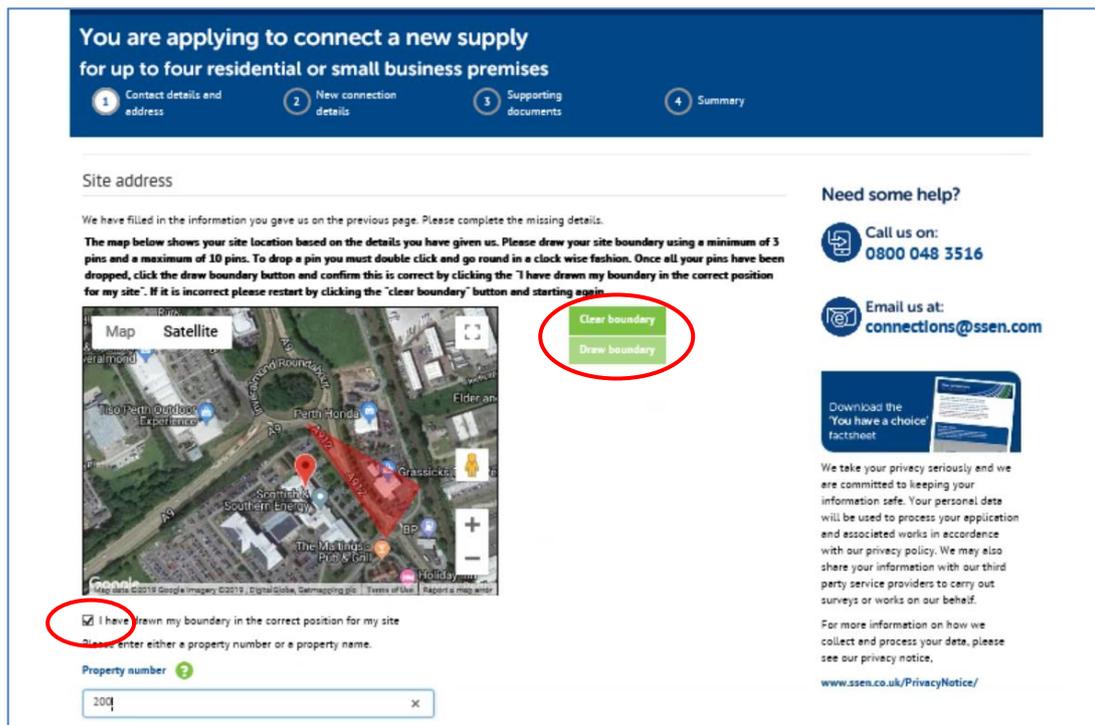
(a) Providing your site address information

As you have already provided the postcode for your site, the site address map will display the general location of your site. You will be asked to draw the boundary of your site (i.e. the location around your street furniture where the reconnection is to take place) by dropping pins in a clockwise manner (double click to drop a pin). Drop a minimum of 3 pins (up to 10 pins) before selecting the **"Draw boundary"** button to highlight your site area.

Once you have drawn your site boundary confirm this by ticking the box under the map.

If you make a mistake in drawing the boundary you can clear the boundary information using the **"Clear boundary"** button on the right side of the map and start again.

There are also help  links and contact details for our Connections and Engineering team if you need any assistance.



You will then be asked to confirm the property number or name (if known) and the property address where the reconnection is required (mandatory).

Note: The reconnection being at the location of where your telecommunication asset is installed, the property address details will have to be the closest to your street furniture.

Property name ?
Inverlmond House

Address Line 1 *
Dunkeld Road

Address Line 2

Town *
PERTH

County *
Perthshire

Postcode
PH1 3AQ

Save your progress now so the details you have entered will be available to you next time you login.

Save progress

Next

Back

Save your progress now (by clicking on the **“Save progress”** button) so the details you have entered will be available to you next time you log in (in case you wish to leave the online application and complete it later). Click on the **“Next”** button to go onto the next page.

(b) Providing your correspondence address and contact information

Once your site information is confirmed you will then be asked to provide your correspondence address and contact details. If you have previously made an online application, or have simply registered and created a profile, those details will have been saved.

You can click on the **“Use my Address”** button and the **“Use my contact details”** button to auto-populate these fields. You will also be asked to select your preferred method of contact and how you wish to receive your quote.

You are applying to connect a new supply
for up to four residential or small business premises

1 Contact details and address 2 New connection details 3 Supporting documents 4 Summary

Correspondence Address

Postcode *
PO9 3QH Find address Use my Address

Property name or number *
3

Address Line 1 *
Address Line 1

Address Line 2
Address Line 2

Town *
Town

County *
County

Postcode *
PO9 3QH

Need some help?

Call us on:
0800 048 3516

Email us at:
connections@ssen.com

Download the 'You have a choice' factsheet

We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to process your application and associated works in accordance with our privacy policy. We may also share your information with our third party service providers to carry out surveys or works on our behalf.

For more information on how we collect and process your data, please see our privacy notice.
www.ssen.co.uk/PrivacyNotice/

Phone number *
02392333333 **Use my contact details**

Email address *
test003@sse.com

How would you like us to contact you?
 Email Phone Post

How would you like to receive your quote?
 Email only Email and post

Save your progress now so the details you have entered will be available to you next time you login.

Save progress

Back **Next**

At any stage of your online application you can save your progress (by clicking on the “**Save progress**” button), go back to the previous page (by clicking on the “**Back**” button), or go onto the next page (by clicking on the “**Next**” button), without losing the information you have already entered.

(c) Providing the customer details and site contact details

Once your site and correspondence information is confirmed you will then be asked to provide the customer details (i.e. customer type and their name). If you are the customer, again, you can click on the “**Use my contact details**” button to auto-populate these fields.

In the drop-down menu for “**Customer Type**” – select ‘**Commercial**’.

You will also be able to tick or untick the “**Customer Satisfaction Survey**” box as you wish.

You are applying to connect a new supply for up to four residential or small business premises

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Customer details

The details below will be used on any invoices or receipts issued for the works requested so please make sure we have the correct details. You must complete all fields marked *

Customer Satisfaction Survey
 In order to improve our customer service and fulfil our regulatory obligations, we may pass your details on to a third party to carry out an independent customer satisfaction survey but your information will not be used for any other purpose. If you do not wish to take part please untick the box and we will ensure your details are not passed for survey.

Customer Type
 Commercial

Title
Mr

Use my contact details

First name
Test

Last name *
Three

Company name
Company 3

Save your progress now so the details you have entered will be available to you next time you login.

Save progress

Back **Next**

Need some help?
 Call us on: 0800 048 3516
 Email us at: connections@sse.com

Download the 'You have a choice' factheet

We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to process your application and associated works in accordance with our privacy policy. We may also share your information with our third party service providers to carry out surveys or works on our behalf. For more information on how we collect and process your data, please see our privacy notice.

www.sse.co.uk/PrivacyNotice/

Once the customer details have been confirmed you will then be asked to provide the site contact details. If you are managing your own project, please, tick the box.

In the “**Are you the property land owner?**” field – select ‘**No**’.

If you are not the property land owner, we will need a letter of authority from the land owner to confirm that you can apply for the connection. You can upload this at the end of the application process along with your other supporting documents.

Note: The letter of authority is only relevant for a new connection, not for an existing connection that needs to be reconnected following a temporary disconnection.

The screenshot shows a web form titled "Site contact details". On the right side, there is a "Need some help?" section with contact information: "Call us on: 0800 048 3516" and "Email us at: connections@ssen.com". Below this is a "Download the 'You have a choice' factsheet" button and a privacy notice. The main form contains the following fields and options:

- Site agent** (with a help icon) - circled in red.
- Check this box if you are managing your own project or you are not yet at the stage of appointing an agent to manage your project.
- Name of site contact** (with a help icon) - text input field containing "Mr Test Three".
- Phone number for site contact** (with a help icon) - text input field containing "02392333333".
- Email address for site contact** (with a help icon) - text input field containing "test003@sse.com".
- Are you the property land owner?** (with a help icon) - radio button options: Yes, No - circled in red.
- Below the radio buttons: "If you are acting on behalf of the property owner, you will need to send us a letter of authority to confirm you can apply to make changes to the electricity supply. Details of how to do this will follow on the next page."
- Below the radio buttons: "Save your progress now so the details you have entered will be available to you next time you login."
- Save progress** button - circled in red.
- Next** button - circled in red.
- Back** button.

(d) Confirming your reconnection requirements

To allow us to provide the most appropriate reconnection information you will need to confirm the “**Application set up**” details as follows:

- In the “**Quote type**” field – select ‘**Formal quotation**’;
- In the “**Number of properties**” field (i.e. number of street furniture you wish to reconnect) – enter/select ‘**1**’ (i.e. 1 reconnection); and
- In the “**Microgeneration**” field – leave the tick box ‘**unticked**’ as this field does not apply for the reconnection of a telecommunication asset installed in a street furniture.

You are applying to connect a new supply for up to four residential or small business premises

1 Contact details and address 2 New connection details 3 Supporting documents 4 Summary

Application set up

Quote type ?

Budget estimate **Formal quotation**

Number of properties

1

Microgeneration ?

Tick here if you are installing more than 3.68kW generation or battery storage per phase or adding generation or battery storage to multiple properties

Save your progress now so the details you have entered will be available to you next time you login.

Need some help?

Call us on: **0800 048 3516**

Email us at: **connections@ssen.com**

Download the 'You have a choice' factsheet

We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to process your application and associated works in accordance with our privacy policy. We may also share your information with our third party service providers to carry out surveys or works on our behalf.

For more information on how we collect and process your data, please see our privacy notice, www.ssen.co.uk/PrivacyNotice/

Once the application set up details have been confirmed you will then be asked to describe the type of work you need us to carry out and to provide the property details as follows:

- In the **“Please describe the type of work you need”** field – type the **‘SSEN FAULT NUMBER’** (which you were provided with by our Emergency Service Centre when you contacted us to disconnect your damaged/knocked down telecommunication asset), then type the wording **‘KNOCKDOWN FIBRE CABINET’**, and finally type the wording **‘URGENT RECONNECTION REQUEST’**;
- In the **“Please select type of premises”** field – select **‘Other’** (for a street furniture);
- In the **“If other, please add a description”** field – type the wording **‘METERED STREET FURNITURE’**;
- In the **“Please enter the total load you need for this property”** field – you can enter **‘0’** kW (as this is for a reconnection of an existing load), or the existing load figure if known (e.g. **‘0.5’** kW);
- In the **“Number of bedrooms per property”** field – enter **‘0’**, as this field is not applicable for the reconnection of a street furniture (note: this is a mandatory field which needs a figure to be entered);
- In the **“Please indicate method of heating”** field – select **‘Other’**, as this field is not applicable for the reconnection of a street furniture and would prompt further information to be entered that is not necessary.

You are applying to connect a new supply for up to four residential or small business premises

1 Contact details and address 2 New connection details 3 Supporting documents 4 Summary

Property Details

Complete the details for all of your properties below before clicking 'Next'

Property

Please describe the type of work you need. *

SSEN FAULT NUMBER + KNOCKDOWN FIBRE CABINET + URGENT RE-CONNECTION REQUEST
Used 74 of 2000 characters

Please select type of premises

House Flat Shop **Other**

If other, please add a description

Metered Street Furniture

Please enter the total load you need for this property * ?

0.5 kW

Number of bedrooms per property *

4

Please indicate method of heating

Electricity Gas Heat Pump Oil **Other**

Note: If available, please include the manufacturer's data sheet. You can upload this as additional information on the Supporting documents page.

Save your progress now so the details you have entered will be available to you next time you login.

Save progress

Next

Back

Need some help?

Call us on: 0800 048 3516

Email us at: connections@ssen.com

Download the 'You have a choice' factsheet

We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to process your application and associated works in accordance with our privacy policy. We may also share your information with our third party service providers to carry out surveys or works on our behalf. For more information on how we collect and process your data, please see our privacy notice. www.ssen.co.uk/PrivacyNotice/

Once the property details have been confirmed you will then be asked if you require an additional load.

Caution: Do not click on the “Create additional Load” button, as this would prompt further information to be entered that is not necessary.

Just click on the “Next” button.

You are applying to connect a new supply for up to four residential or small business premises

1 Contact details and address 2 New connection details 3 Supporting documents 4 Summary

Additional load

Click below to add new additional load

Create additional Load

Save your progress now so the details you have entered will be available to you next time you login.

Save progress

Next

Back

Need some help?

Call us on: 0800 048 3516

Email us at: connections@ssen.com

Download the 'You have a choice' factsheet

(e) **Uploading supporting documentation**

If you have recently received planning permission for your development, please provide the Local Authority details and planning permission reference in the fields provided below.

Note: The Local Authority details and planning permission reference are only relevant for a new connection, not for an existing connection that needs to be reconnected following a temporary disconnection, so you can leave these fields blank.

You can upload your supporting documents such as site layout and location plan, additional information such as photographs of your damaged or knocked down telecommunication asset, and any necessary correspondence.

You can also add any other additional information in the “**Additional Information**” field as you see fit where this is relevant to the reconnection of your metered telecommunication asset.

You are applying to connect a new supply for up to four residential or small business premises

1 Contact details and address 2 New connection details 3 Supporting documents 4 Summary

Supporting documents

Please supply the items requested below in support of your application. We need them so we can prepare an accurate quotation for your project. Not having these relevant documents can hold up your application. You can upload most common file formats including PDFs, Microsoft Office files, JPGs and PNGs.

We will get in touch with you if we have any questions once we have checked your documents. If you don't have the documents to hand, please use the additional information box below to tell us that you plan to provide them later either by email, or by post. If you want to post your documents to us, please use the relevant address on the right hand side of this page.

We would appreciate if you could provide your diagrams in a 'vector' format, such as a CAD drawing (DXF or DWG types). However if you are unable to provide this format please use whichever format works for you.

Local Authority

Planning permission reference

Need some help?

Call us on: 0800 048 3516

Email us at: connections@ssen.com

Download the 'You have a choice' factsheet

We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to process your application and associated works in accordance with our privacy policy. We may also share your information with our third party service providers to carry out surveys or works on our behalf.

For more information on how we collect and process your data, please see our privacy notice, www.ssen.co.uk/PrivacyNotice/

Letter of authority

If you are not the landowner for this project, please send us a letter of authority from the owner. You can upload it now or post it to the relevant address shown on the right hand side of this page.

Upload icon circled in red

No files uploaded

Upload a site layout plan

A layout plan (suggested scale of 1:500) showing the site boundary, the nearest named road and any existing landmarks. We would appreciate if you could provide your diagrams in a 'vector' format, such as a CAD drawing (DXF or DWG types). However if you are unable to provide this format please use whichever format works for you.

Upload icon circled in red

No files uploaded

Site location plan

An accurate, clear site location plan (suggested scale of 1:10000). We would appreciate if you could provide your diagrams in a 'vector' format, such as a CAD drawing (DXF or DWG types). However if you are unable to provide this format please use whichever format works for you.

Upload icon circled in red

No files uploaded

Upload additional information

Upload up to five other documents to help us provide your quote. For example: photographs or a manufacturer's data sheet.

Upload icon circled in red

No files uploaded

Additional information

Used 0 of 2000 characters

Save your progress now so the details you have entered will be available to you next time you login.

Save progress button circled in red

Next button circled in red

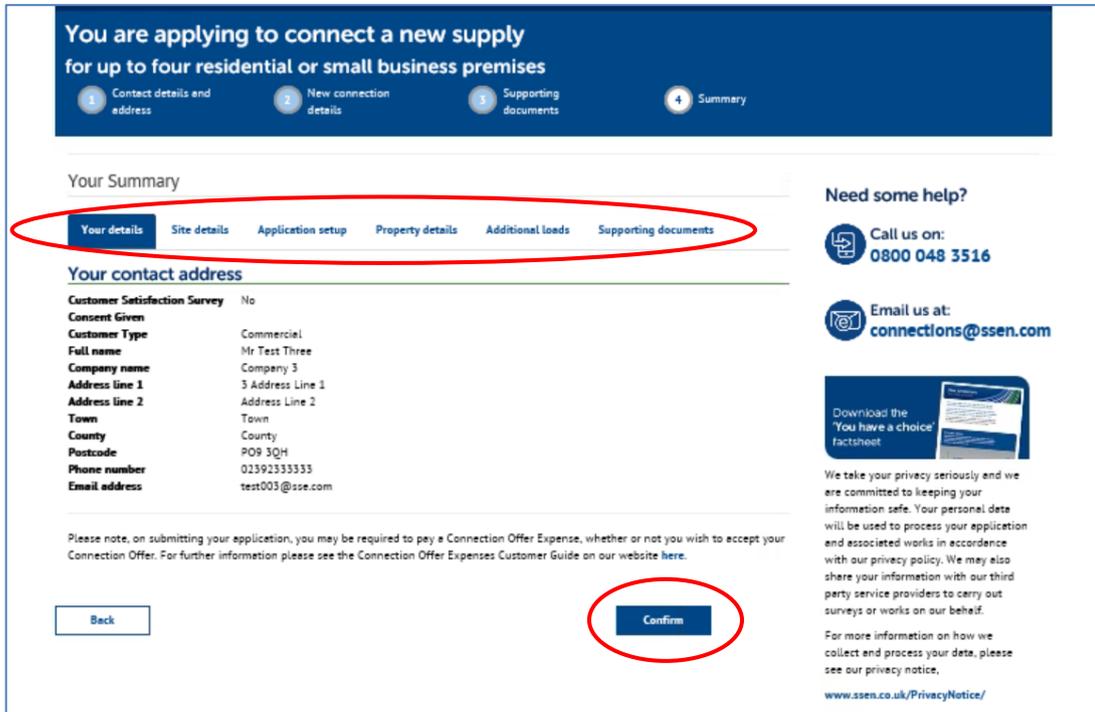
Back button

Once uploaded, your supporting documents will appear in each relevant field above.

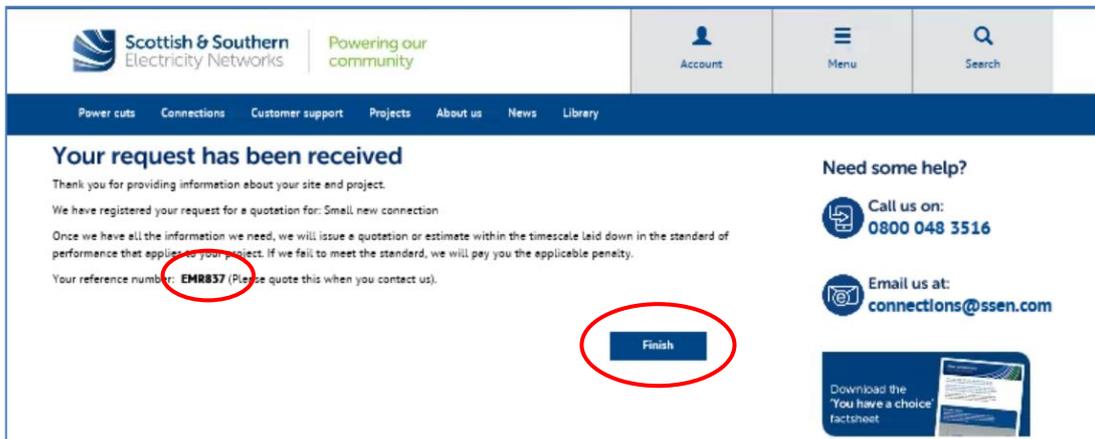
(f) Submitting your application

You are now ready to submit your application but before you do, you can use the tabs on the summary page to do a final check of **“Your details”**, **“Site details”**, **“Application setup”**, **“Property details”**, **“Additional loads”**, and **“Supporting documents”** you have uploaded.

If you are happy with the information you have provided, click on the **“Confirm”** button.



Well done, you have now submitted your online application and have been allocated a project reference number as shown below. We will be in touch shortly to discuss your requirements.



You can now click on the **“Finish”** button.

Next steps...

You will receive an automated email with your project reference number.

You will need to forward this automated email onto the “**Fast Track Reconnections**” email address provided below, so that your urgent reconnection request can be dealt with appropriately.

In the subject of the email, you will need to include the following information: ‘**FAULT No. XXXXXX – KNOCKDOWN CABINET – METERED RECONNECTION – PROJECT No. XXXXXX**’.

FastTrackReconnections@sse.com

You shall receive a Quotation within **2 working days** for the reconnection works of your metered telecommunication asset.

The Quotation you will receive will require to be accepted and paid for the reconnection works of your metered telecommunication asset to take place.

You can choose to accept and pay online via a credit or debit card as soon as you receive your Quotation. The acceptance will then be rapidly processed, and the reconnection project will be passed onto the Delivery Team. This is the quickest option.

Or you can choose other methods of payments such as making a bank transfer, or sending a cheque, or requesting an invoice. You will then need to confirm your acceptance and method of payment to our Quote Acceptance Team by sending an email to quote.acceptance@ssen.co.uk.

Should you wish to proceed, upon acceptance and payment received we will schedule the reconnection works to be completed within **5 working days**.

Fast Track Reconnection Process for Critical ‘Unmetered’ Telecommunications Assets

If your unmetered telecommunication asset is damaged or knocked down and requires urgent replacement or repair, you will need to follow the process below:

1. The asset owner will need to contact us on 105 (or 0800 072 7282 in central southern England, or 0800 300 999 in north of Scotland) to request a disconnection to allow their unmetered asset to be replaced or repaired.

2. We will attend the site to complete the disconnection of the unmetered supply to the telecommunication asset and make the area safe.

3. The asset owner will then need to submit a new connection application to reconnect the unmetered supply to their telecommunication asset:

a. Please use our [online self-quoting](#) service for the fast track reconnection of your unmetered telecommunication asset.

See details on how to use this online service on next pages.

b. You will be able to self-quote for the reconnection works of your unmetered telecommunication asset.

You will receive the automated ‘Unmetered Connection’ type of Quote letter directly into your email box upon confirmation of your self-quote online.

c. Should you wish to proceed, upon acceptance and payment received we will schedule the reconnection works to be completed within 5 working days.

Applying online

1. Getting started – Creating a profile

Refer to page 4 of this guide.

2. Accessing ‘Online Applications’ from ‘Your profile’

Refer to page 5 and page 6 of this guide.

3. Making an application for a ‘Fast Track Reconnection’ to an unmetered telecommunication asset

From the “**Online Applications**” page you can apply for a “**Fast Track Reconnection**” to an unmetered telecommunication asset which has been damaged or knocked down, by selecting the appropriate link, i.e. “**Unmetered Connection**”. Click on the “**Find out more**” button.

The screenshot shows the 'Online Applications' page of Scottish & Southern Electricity Networks. The page is structured with a top navigation bar containing 'Account', 'Menu', 'Search', and 'Accessibility' links. Below this, there are several sections for different types of applications. The 'Unmetered Connection' section is highlighted with a red box, and its 'Find out more' button is also highlighted with a red circle. The other sections include 'Small projects', 'For developers', 'Small New Connection', 'Large New Connection', 'Service Alteration', 'Diversion', 'Generation', 'Increase Electrical Capacity', and 'Non-Contestable Works'. Each section provides a brief description of the service and a button to either 'Apply Online' or 'Find out more'.

This opens the “**Unmetered connections**” page allowing you to choose the type of service you would like to apply for. Look for the “**Self-quote for unmetered connections services**” section and then click on the “**Online self-quoting**” link.

Scottish & Southern Electricity Networks | Powering our community

Account | Menu | Search | AAA Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More

Unmetered connections

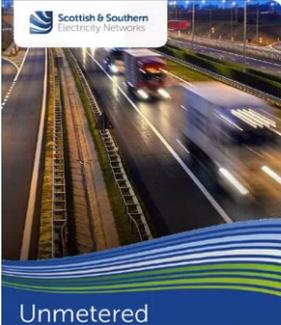
Examples of unmetered connections include street lights, traffic signals, or CCTV cameras.

Applying for unmetered connection services

To apply for an unmetered new connection, a transfer of an existing unmetered asset, or a disconnection of supply to an unmetered asset, you will need to complete an unmetered connections services application. This can be done online or offline and links can be found at the top right of this page.

In order for our Connections & Engineering team to process your application accurately please ensure you enter as much detail as possible of the assets to be connected, transferred or disconnected.

Once you have accepted and provided payment for your quote, you will be contacted by our unmetered team via email, who will advise you on the next step with this process.



Apply for unmetered connection services

Apply for unmetered connection services (new connections, transfers and disconnections) by completing an application form.

- Online application
- Offline application

Self quote for unmetered connection services

Online self quoting facility for unmetered asset owners such as Local Authorities, PFIs and Parish Councils.

Link to the online application

- Online self quoting

Reconnection guide

If your street furniture assets are damaged or knocked-down, please read our guide to understand the process for getting reconnected.

- Reconnection guide

For all reconnection applications or self-quotes, we first need to confirm that we are the Distribution Network Operator (DNO) for the area in question. To allow us to confirm this you will be asked to provide either a postcode or town and county where the reconnection is to be made, then click on the “Check” button.

Please enter the postcode or town and county and we will check if your site is in our network area.

Postcode: PH1 3AQ | OR | Town: | County: | **Check**

Need some help?
 Call us on: 0800 048 3516
 Email us at: connections@ssen.com

Download the 'You have a choice' factsheet

If your details are confirmed to be in area, then click the “Continue” button.

Please enter the postcode or town and county and we will check if your site is in our network area.

Postcode: PH1 3AQ | OR | Town: PERTH | County: Perthshire | **Check**

Thank you. Your details are confirmed to be in area, please continue with your application.

Please note, on submitting your application, you may be required to pay a Connection Offer Expense, whether or not you wish to accept your Connection Offer. For further information please see the Connection Offer Expenses Customer Guide on our website [here](#).

Continue

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 Email us at: connections@ssen.com

Download the 'You have a choice' factsheet

We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to process your application and associated works in accordance

Once it is confirmed that we are the DNO operating in the area in question, you will be asked for more information on the location and type of connection you would like us to provide. This is a four-stage process and includes providing your details, the details of the site address, customer and site contacts, and the type of unmetered works.

You can also upload your supporting documents such as site layout and location plan, additional information such as photographs of your damaged or knocked down telecommunication asset, and any necessary correspondence at the end of the process.

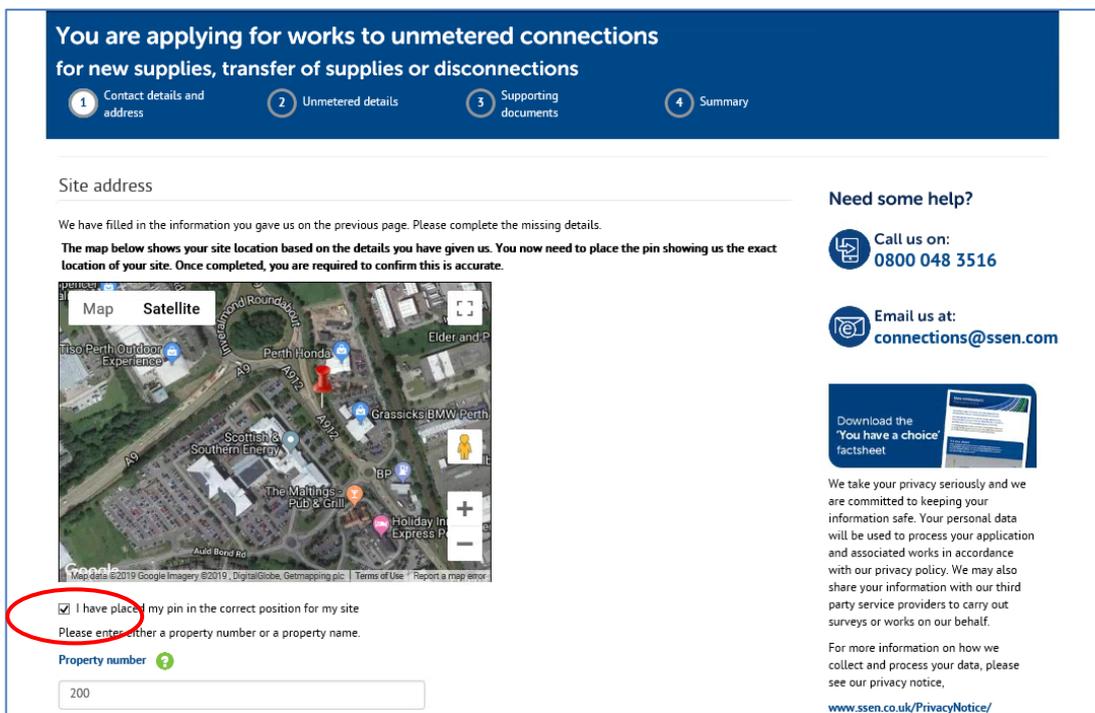
The next few pages will walk through the information you need to provide to self-quote the reconnection of your unmetered telecommunication asset.

(a) Providing your site address information

As you have already provided the postcode for your site, the site address map will display the general location of your site. You will be asked to place the pin to show us the exact location of your street furniture where the reconnection is to take place.

Once completed, you are required to confirm this is accurate by ticking the box under the map.

There are also help  links and contact details for our Connections and Engineering team if you need any assistance.



You will then be asked to confirm the property number or name (if known) and the property address where the reconnection is required (mandatory).

Note: The reconnection being at the location of where your telecommunication asset is installed, the property address details will have to be the closest to your street furniture.

Property name 

Address line 1 * 
Address line 2
Town *
County *
Postcode

Save your progress now so the details you have entered will be available to you next time you login.

Save your progress now (by clicking on the “**Save progress**” button) so the details you have entered will be available to you next time you log in (in case you wish to leave the online application and complete it later). Click on the “**Next**” button to go onto the next page.

(b) Providing your correspondence address and contact information

Once your site information is confirmed you will then be asked to provide your correspondence address and contact details. If you have previously made an online application, or have simply registered and created a profile, those details will have been saved.

You can click on the “**Use my Address**” button and the “**Use my contact details**” button to auto-populate these fields. You will also be asked to select your preferred method of contact and how you wish to receive your quote.

The screenshot shows a web form titled "You are applying for works to un-metered connections for new supplies, transfer of supplies or disconnections". The form is divided into four steps: 1. Contact details and address, 2. Un-metered details, 3. Supporting documents, and 4. Summary. The current step is "Contact details and address".

The form includes the following fields and buttons:

- Correspondence Address**
 - Postcode: PH1 3AQ. Buttons: Find address, Use my Address (circled in red).
 - Property name or number: 200.
 - Address line 1: Dunkeld Road.
 - Address line 2: Inverelmond House.
 - Town: PERTH.
 - County: Perthshire.
 - Postcode: PH1 3AQ.
- Phone number**: 02392333333. Button: Use my contact details (circled in red).
- Email address**: test003@sse.com.
- Contact preferences** (circled in red):
 - How would you like us to contact you? (Radio buttons): Email (selected), Phone, Post.
 - How would you like to receive your quote? (Radio buttons): Email only (selected), Email and post.
- Navigation** (circled in red): Back, Save progress, Next.

Additional information on the right side of the form includes a "Need some help?" section with contact numbers (0800 048 3516) and email (connections@sse.com), a download link for a "You have a choice" factheet, and a privacy notice.

At any stage of your online application you can save your progress (by clicking on the “**Save progress**” button), go back to the previous page (by clicking on the “**Back**” button), or go onto the next page (by clicking on the “**Next**” button), without losing the information you have already entered.

(c) **Providing the customer details and site contact details**

Once your site and correspondence information is confirmed you will then be asked to provide the customer details (i.e. customer type and their name). If you are the customer, again, you can click on the **“Use my contact details”** button to auto-populate these fields.

In the drop-down menu for **“Customer Type”** – select **‘Commercial’**.

You will also be able to tick or untick the **“Customer Satisfaction Survey”** box as you wish.

Once the customer details have been confirmed you will then be asked to provide the site contact details. If you are managing your own project, please, tick the box.

In the **“Are you the property land owner?”** field – select **‘No’**.

If you are not the property land owner, we will need a letter of authority from the land owner to confirm that you can apply for the connection. You can upload this at the end of the application process along with your other supporting documents.

Note: The letter of authority is only relevant for a new connection, not for an existing connection that needs to be reconnected following a temporary disconnection.

You are applying for works to unmetered connections for new supplies, transfer of supplies or disconnections

1 Contact details and address 2 Unmetered details 3 Supporting documents 4 Summary

Site contact details

Site agent ?

Check this box if you are managing your own project or you are not yet at the stage of appointing an agent to manage your project

Name of site contact *

Phone number for site contact *

Email address for site contact *

Are you the property land owner? ?

Yes No

If you are acting on behalf of the property owner, you will need to send us a letter of authority to confirm you can apply to make changes to the electricity supply. Details of how to do this will follow on the next page.

Save your progress now so the details you have entered will be available to you next time you login.

Save progress
Next

Back

Need some help?

Call us on: 0800 048 3516

Email us at: connections@sse.com

Download the 'You have a choice' factsheet

We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to process your application and associated works in accordance with our privacy policy. We may also share your information with our third party service providers to carry out surveys or works on our behalf.

For more information on how we collect and process your data, please see our privacy notice.

www.sse.co.uk/PrivacyNotice/

(d) Confirming your general requirements

To allow us to provide the most appropriate reconnection information you will need to confirm **“Your general requirements”** details as follows:

- In the **“Asset owner”** field – select the owner of the assets to be reconnected from the dropdown list – if the asset owner is not listed please click the **“Apply”** button to request the organisation is added, and in the meantime please use the standard online application facility ([Online application](#));
- In the **“Highway Type”** field – select **‘Existing’**;
- In the **“Region”** field – the relevant region will be automatically selected (i.e. England or Scotland); and
- In the **“Job Description”** field – type the **‘SSEN FAULT NUMBER’** (which you were provided with by our Emergency Service Centre when you contacted us to disconnect your damaged/knocked down telecommunication asset), then type the wording **‘KNOCKDOWN FIBRE CABINET’**, and finally type the wording **‘URGENT RECONNECTION REQUEST’**.

You are applying for works to unmetered connections for new supplies, transfer of supplies or disconnections

1 Contact details and address 2 Unmetered details 3 Supporting documents 4 Summary

Your general requirements

Please select the owner of the assets to be connected, transferred or disconnected. This is normally a Local Authority, a PFI, or a Parish Council. If the asset owner is not listed please select Apply to request the organisation is added. In the meantime please use the standard online application facility to **Apply for unmetered connection services.**

Asset Owner

Highway Type
 Existing New

Region
 England Scotland

Job Description

Used 69 of 2000 characters

Save your progress now so the details you have entered will be available to you next time you login.

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 Email us at: connections@ssen.com
 Download the 'You have a choice' factsheet
 We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to process your application and associated works in accordance with our privacy policy. We may also share your information with our third party service providers to carry out surveys or works on our behalf. For more information on how we collect and process your data, please see our privacy notice, www.ssen.co.uk/PrivacyNotice/

Once your general requirements details have been confirmed you will then be asked to describe the type of works you need us to carry out as follows:

- In the “**No of New Connections**” field – enter ‘1’ (i.e. 1 reconnection);
- In the “**No of Disconnections**” field – leave blank;
- In the “**No of Transfers**” field – leave blank; and
- In the “**No of Road Crossings**” field – leave blank.

You are applying for works to unmetered connections for new supplies, transfer of supplies or disconnections

1 Contact details and address 2 Unmetered details 3 Supporting documents 4 Summary

Your work types

Please select the number of services under each work type that you require to complete your project.

No of New Connections

No of Disconnections

No of Transfers

No of Road Crossings

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 Email us at: connections@ssen.com
 Download the 'You have a choice' factsheet
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Then click the “Calculate” button.

Notes:

- **New Connections:** New connection up to 3 metres excluding excavation and reinstatement.
- **Transfers:** Transfer or reconnection up to 3 metres excluding excavation and reinstatement.
- **Disconnections:** Permanent disconnection excluding excavation and reinstatement.
- **Road Crossings:** Additional metres of services cable excluding excavation and reinstatement (1 x road crossing includes up to 6 metres of service cable; 2 x road crossings include up to 12 metres of service cable; and so forth).

will be used to process your application and associated works in accordance with our privacy policy. We may also share your information with our third party service providers to carry out surveys or works on our behalf.

For more information on how we collect and process your data, please see our privacy notice, www.ssen.co.uk/PrivacyNotice/

Save your progress now so the details you have entered will be available to you next time you login.

Calculate

Save progress

Back

Next

The estimated price of the reconnection (excluding VAT) will then appear.

You are applying for works to unmetered connections for new supplies, transfer of supplies or disconnections

1 Contact details and address 2 Unmetered details 3 Supporting documents 4 Summary

Your work types

Please select the number of services under each work type that you require to complete your project.

No of New Connections
1

No of Disconnections

No of Transfers

No of Road Crossings

Notes:

- **New Connections:** New connection up to 3 metres excluding excavation and reinstatement.
- **Transfers:** Transfer or reconnection up to 3 metres excluding excavation and reinstatement.
- **Disconnections:** Permanent disconnection excluding excavation and reinstatement.
- **Road Crossings:** Additional metres of services cable excluding excavation and reinstatement (1 x road crossing includes up to 6 metres of service cable; 2 x road crossings include up to 12 metres of service cable; and so forth).

Calculate

Your cost will be £269.25 (This price is estimated excluding VAT) Note: VAT will be applied at the prevailing rates.

Save your progress now so the details you have entered will be available to you next time you login.

Save progress

Back

Next

Need some help?

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Email us at: connections@ssen.com

Download the 'You have a choice' factsheet

We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to process your application and associated works in accordance with our privacy policy. We may also share your information with our third party service providers to carry out surveys or works on our behalf.

For more information on how we collect and process your data, please see our privacy notice, www.ssen.co.uk/PrivacyNotice/

Once your work types details have been confirmed you will then be presented with your payment options.

You can choose to pay online via a credit or debit card or you can choose other methods of payments such as making a bank transfer, or sending a cheque, or requesting an invoice.

If you choose to request an invoice, you must tick the “Invoice request” box.

You have the possibility to enter your purchase order number in the “Purchase order number” field, if you already have one.

You are applying for works to unmetered connections for new supplies, transfer of supplies or disconnections

1 Contact details and address
 2 Unmetered details
 3 Supporting documents
 4 Summary

Your payment options

The cost of the work you have requested is shown below. If you are satisfied with your order please select your preferred payment method. Your quotation will be deemed to be accepted when we receive your payment. Details of how to pay are below:

You can choose to pay **online** by credit or debit card. Please note that we only accept card payments for charges up to £5,000 in value (including VAT).

If you wish to pay by **bank transfer** please click [here](#) to download our bank details. For payments by bank transfer / BACS please quote the job reference number.

If you wish to send us a **cheque** and you are in the **South of England**, please make cheques payable to **Southern Electric Power Distribution plc**, quoting the job reference number and send to: Southern Electric Power Distribution, Connections and Engineering, Walton Park, Walton Road, Cosham, Portsmouth, PO6 1UJ.

If you wish to send us a **cheque** and you are in **Scotland**, please make cheques payable to **Scottish Hydro Electric Power Distribution plc**, quoting the job reference number and send to: Southern Electric Power Distribution, Connections and Engineering, Walton Park, Walton Road, Cosham, Portsmouth, PO6 1UJ.

If you require an **invoice**, you need to select **Invoice request** and enter your **Purchase order number** in the box below.

Work Types

Description	Quantity	
No of New Connections	1	+
Estimated Cost Ex VAT is	£269.25	
Note: VAT is applied at the prevailing rates.		

Invoice request

I require an invoice to be generated now in advance of the work.

Purchase order number

PO123456 ×

The price above is open for acceptance for 90 days from the date of quotation. It will then be valid for six months from the date of acceptance.

To avoid delays and incurring additional costs, you must have completed any works that are your responsibility before we are due to start work.

All materials, components, items of plant, builder's works, ducting, meter cabinets, etc., not specifically included in this quotation will not be supplied by us.

The customer is responsible for all permanent reinstatement at no cost to SSEPD.

The details supplied in this self quote will be used on your receipt. Please ensure we have the correct details.

By making full payment we assume you have accepted our terms and conditions.

If you cancel your project before completion we will return any monies due minus any costs incurred such as administration costs and the costs of any site visits.

Our **Standard Terms** for the connection of unmetered installations are available from the Company by written request or email connections@sse.com.

Our **Terms & Conditions** form part of our Unmetered Connection Agreement. Subject to the express provisions of the Agreement, Section 4 of the National Terms of Connection will apply.

The **National Terms of Connection** are available from the website at www.connectionterms.co.uk or in writing from the Energy Networks Association, 6th Floor, Dean Bradley House, 52 Horseferry Road, London, SW1P 2SP or from the Company by written request.

Save your progress now so the details you have entered will be available to you next time you login.

Save progress
Next

Back

(e) Uploading supporting documentation

If you have recently received planning permission for your development, please provide the Local Authority details and planning permission reference in the fields provided below.

Note: The Local Authority details and planning permission reference are only relevant for a new connection, not for an existing connection that needs to be reconnected following a temporary disconnection, so you can leave these fields blank.

You can upload your supporting documents such as site layout and location plan, additional information such as photographs of your damaged or knocked down telecommunication asset, and any necessary correspondence.

You can also add any other additional information in the “**Additional Information**” field as you see fit where this is relevant to the reconnection of your unmetered telecommunication asset.

You are applying for works to unmetered connections for new supplies, transfer of supplies or disconnections

1 Contact details and address 2 Unmetered details 3 Supporting documents 4 Summary

Supporting documents

Please supply the items requested below in support of your application. We need them so we can prepare an accurate quotation for your project. Not having these relevant documents can hold up your application. You can upload most common file formats including PDFs, Microsoft Office files, JPGs and PNGs.

We will get in touch with you if we have any questions once we have checked your documents. If you don't have the documents to hand, please use the additional information box below to tell us that you plan to provide them later either by email, or by post. If you want to post your documents to us, please use the relevant address on the right hand side of this page.

We would appreciate if you could provide your diagrams in a 'vector' format, such as a CAD drawing (DXF or DWG types). However if you are unable to provide this format please use whichever format works for you.

Need some help?

 **Call us on:**
0800 048 3516

 **Email us at:**
connections@ssen.com

Local Authority

Planning permission reference

Letter of authority

If you are not the landowner for this project, please send us a letter of authority from the owner. You can upload it now or post it to the relevant address shown on the right hand side of this page.

 No files uploaded

Site location plan

An accurate, clear site location plan (suggested scale of 1:10000). We would appreciate if you could provide your diagrams in a 'vector' format, such as a CAD drawing (DXF or DWG types). However if you are unable to provide this format please use whichever format works for you.

 No files uploaded

Additional information

Used 0 of 2000 characters

Upload a site layout plan

A layout plan (suggested scale of 1:500) showing the site boundary, the nearest named road and any existing landmarks. We would appreciate if you could provide your diagrams in a 'vector' format, such as a CAD drawing (DXF or DWG types). However if you are unable to provide this format please use whichever format works for you.

 No files uploaded

Upload additional information

Upload up to five other documents to help us provide your quote. For example: photographs or a manufacturer's data sheet.

 No files uploaded

Save your progress now so the details you have entered will be available to you next time you login.

Save progress

Next

Back

Download the 'You have a choice' factsheet



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Once uploaded, your supporting documents will appear in each relevant field above.

(f) **Submitting your self-quote**

You are now ready to submit your application for a self-quote but before you do, you can use the tabs on the summary page to do a final check of **“Your details”**, **“Site details”**, and **“Supporting documents”** you have uploaded.

If you are happy with the information you have provided, click on the **“Confirm”** button.

You are applying for works to unmetered connections for new supplies, transfer of supplies or disconnections

1 Contact details and address 2 Unmetered details 3 Supporting documents 4 Summary

Your Summary

Your details Site details Supporting documents

Your contact address

Customer Satisfaction Survey	No
Consent Given	
Customer Type	Commercial
Full name	Mr Test Three
Company name	Company 3
Address line 1	200 Dunkeld Road
Address line 2	Inveralmond House
Town	PERTH
County	Perthshire
Postcode	PH1 3AQ
Phone number	02392333333
Email address	test003@sse.com

Please note, on submitting your application, you may be required to pay a Connection Offer Expense, whether or not you wish to accept your Connection Offer. For further information please see the Connection Offer Expenses Customer Guide on our website [here](#).

Unmetered connection details

Asset owner name	British Telecommunications plc
Highway type	Existing
Region	Scotland
Job description	FAULT NUMBER - KNOCKDOWN FIBRE CABINET - URGENT RE-CONNECTION REQUEST
Invoice requested	Yes
Purchase order	PO123456

Work Types

Description	Quantity
No of New Connections	1

Estimated Cost Ex VAT is £269.25
Note: VAT is applied at the prevailing rates.

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Email us at: connections@ssen.com

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Back Confirm

Well done, you have now submitted your online self-quote and have been allocated a project reference number as shown below. We will be in touch shortly to discuss your requirements.

Scottish & Southern Electricity Networks | Powering our community

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Your request has been received

Thank you for providing information about your site and project.

We have registered your request for a quotation for: Unmetered authority self quote

Once we have all the information we need, we will issue a quotation or estimate within the timescale laid down in the standard of performance that applies to your project. If we fail to meet the standard, we will pay you the applicable penalty.

Your reference number: **EMR836** (Please quote this when you contact us).

Need some help?
Call us on: 0800 048 3516
Email us at: connections@ssen.com

Download the "You have a choice" factsheet

Finish

You can now click on the **“Finish”** button.

Next steps...

You will receive an automated email with your project reference number and your self-quote will be enclosed with the email.

You will need to forward this automated email onto the “**Fast Track Reconnections**” email address provided below, so that your urgent reconnection request can be dealt with appropriately.

In the subject of the email, you will need to include the following information: ‘**FAULT No. XXXXXX – KNOCKDOWN CABINET – UNMETERED RECONNECTION – PROJECT No. XXXXXX**’.

FastTrackReconnections@sse.com

The Quotation you have received via the online service directly into your email box will require to be accepted and paid for the reconnection works of your unmetered telecommunication asset to take place.

You can choose to accept and pay online via a credit or debit card as soon as you receive your Quotation. The acceptance will then be rapidly processed, and the reconnection project will be passed onto the Delivery Team. This is the quickest option.

Or you can choose other methods of payments such as making a bank transfer, or sending a cheque, or requesting an invoice. You will then need to confirm your acceptance and method of payment to our Quote Acceptance Team by sending an email to quote.acceptance@ssen.co.uk.

Should you wish to proceed, upon acceptance and payment received we will schedule the reconnection works to be completed within **5 working days**.

Contacts

Connections & Engineering

Applications: 0800 048 3516 connections@sse.co.uk

Acceptances: 0800 197 5527 quote.acceptance@sse.co.uk

Fast Track Reconnections: FastTrackReconnections@sse.com

North Design

Regional Design Managers

Euan Davidson: 07584 313825

euan.davidson@sse.com

North Caledonia Region

Rashah Mitchell: 07384 454409

rashah.mitchell@sse.com

South Caledonia Region

James McNeish: 07384 454411

james.mcneish@sse.com

South Caledonia Region

Simon Horne: 07500 912920

simon.horne@sse.com

Highlands & Islands Region

South Design

Regional Design Managers

Andy Arnold: 07767 850108

andy.arnold@sse.com

Thames Valley Region

Sachin Pathak: 07342 026439

sachin.pathak@sse.com

Ridgeway Region

Mark Wickham: 07810 858177

mark.wickham@sse.com

Wessex Region

Stefeni Cura: 07469 411979

stefeni.cura@sse.com

South East Region

North Delivery

Regional Delivery Managers

Alan Bowie: 07810 858763

alan.bowie@sse.com

North Caledonia Region

Traci Kidd: 07767 852057

traci.kidd@sse.com

South Caledonia Region

Kevin Stewart: 07767 852260

kevin.stewart@sse.com

Highlands & Islands Region

South Delivery

Regional Delivery Managers

Chris Gilroy: 07767 850993

chris.gilroy@sse.com

Ridgeway Region

Adam Moore: 07741 776229

adam.moore3@sse.com

Wessex Region

Alan Woods: 07767 850146

alan.woods@sse.com

Thames Valley Region

Paul Towsey: 07500 912995

paul.towsey@sse.com

South East Region



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Search 'SSEN Connections Engagement'