

Competition in Connections Code of Practice Reporting Requirements

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

30th September 2025



Introduction

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

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

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

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

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

To ensure consistency of reporting, quantitative information included in this report will generally relate to the previous regulatory year (1 April to 31 March inclusive). In the first year of reporting (September 2016), the information will only include part year information due to the implementation date of the obligation. Information on processes should be as contemporary as possible to the date of publication.

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

Change Control

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



4.3 The Connection Application

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

Our Connections process starts when a request for a Connection is made to us via a postal, email, online or telephone application. All applications are initially registered on our project management system, PROMIS.

As part of the application process, a confirmation email is issued to the customer once registration is complete. The confirmation issued by our registration team includes a hyperlink to our dedicated ‘**You have a choice**’ webpage ([Find an ICP/IDNO You have a choice](#)), where our “You have a choice” factsheet can be downloaded. This factsheet describes the types of works Alternative Providers can do. Please look at the supporting evidence, published on our website with these Reporting Requirements at [Competition in connections code of practice](#), to see an example of our confirmation email.

By following the hyperlink to the ‘**You have a choice**’ webpage, in addition to outlining the choices available, it also directs the customer to our own Alternative Providers’ register, as well as the Lloyd’s Register Quality Assurance (LRQA)’s website where National Electricity Registration Scheme (NERS) Accredited Independent Connection Providers (ICPs) can be found. It also links to Ofgem’s website where a list of all Independent Distribution Network Operators (IDNOs) is provided.

This ensures that on receiving a Connection request, we have provided the Customer with a detailed explanation of the competitive Connections market alongside contact details for Alternative Providers that may be available in our Distribution Service Areas. The “You have a choice” factsheet is also provided to the Customer as part of the Quotation pack when issuing the final quotation either via a website link inserted in the accompanying email or as an attachment.

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Connection Application Confirmation Email Redacted

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

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

- A dedicated ‘**You have a choice**’ webpage ([Find an ICP/IDNO You have a choice](#)) explaining customer’s options which includes a downloadable “You have a choice” factsheet. This is supplemented by a direct link to LRQA’s website (www.lrq.com/en-gb/utilities/ners/search/) to find all NERS Accredited ICPs, and a direct link to the Ofgem’s website (www.ofgem.gov.uk/publications/list-all-electricity-licensees-including-suppliers) to find all licensed IDNOs.
- A dedicated ‘**Alternative Provider Search**’ webpage ([Alternative Provider search](#)) with our own Alternative Provider Register where ICPs and IDNOs may register their contact details together with the areas they work in and assets they work on, using our online [Alternative Provider Registration](#) form.

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

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

As the Convertible Quotation is fully transferable, there are no additional costs or requirement to make an additional application, and any queue management is based on the single application.

Where a customer applies for a Connection in any of the Unmetered Relevant Market Segments, as all tasks are already fully Contestable, the Connection Offer Acceptance is for “All Works” only. This means if the Customer accepts the “All Works” quotation, then we will complete the entirety of the Contestable Works. However, the Unmetered Quotation includes an explanation on the option of choosing an alternative provider to carry out the entirety of the works. Please refer to the Unmetered Connections Quote Letter (example of Quote Letter 3) enclosed as supporting evidence.

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Connection Including Reinforcement Quote Letter Redacted (Example of Quote Letter 1)
- Connection Including Diversion Quote Letter Redacted (Example of Quote Letter 2)
- Unmetered Connections Quote Letter Redacted (Example of Quote Letter 3)

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

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

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

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

The Convertible Quotation issued will also contain a detailed breakdown of:

- the charges for the Non-Contestable Works;
- the charges for Contestable Works;
- the work and costs of providing the new Connection; and

- a facility for the Customer to accept an “All Works” Offer or “Non-Contestable Only” Offer to progress with an Alternative Provider. Also, when issuing the final Quotation, the “You Have a Choice” factsheet is provided to the Customer as part of the Quotation pack either via a website link inserted in the accompanying email or as an attachment.

Supporting Evidence

Please refer to enclosed examples of quotation letters 1 & 2 provided as supporting evidence of this, as previously mentioned in section 4.3.4 of this report.

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

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

Supporting Evidence

Please refer to enclosed examples of quotation letters 1 & 2 provided as supporting evidence of this, as previously mentioned in section 4.3.4 of this report.

4.5 Determining whether ICP can undertake assessment of POC

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

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

We have published the circumstances and reasons why an Accredited ICP cannot undertake the assessment of the Point of Connection. The circumstances where an ICP cannot undertake the assessment of the Point of Connection are governed by the voltage of the proposed connection, size of local assets and type of connection to be made.

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

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

Refer to: -

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

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

Supporting Evidence



- CiCCoP Index of Supporting Evidence
- Standard Design Matrix for POC Assessment (Rev2.00)
- POC Self Identification and Self Design Approval Guidance (Rev2.00)
- SSEN Website Information Screenshots

4.6 DNO Input Services where the ICP determines the POC

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

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

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

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

Refer to: -

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

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Standard Design Matrix for POC Assessment (Rev2.00)
- POC Self Identification and Self Design Approval Guidance (Rev2.00)
- SSEN Website Information Screenshots

4.6.2 Such information will include:

- *- geographical network records showing the location, size and type of assets;*



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

We have made available to Alternative Providers the below information on an equivalent basis to that available to our own Connections Business.

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

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

Refer to: -

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

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

Refer to: -

- ❖ screenshot No. 10: [Network Rating and Loading Information](#)
- ❖ screenshot No. 12: [Near Real-time Data Access \(NeRDA\) portal](#)
- ❖ screenshot No. 13: [SSEN Distribution Data Portal](#)

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

Refer to: -

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

Asset sizes and ratings:

Refer to: -

- ❖ screenshot No. 10: [Network Rating and Loading Information](#)
- ❖ screenshot No. 12: [Near Real-time Data Access \(NeRDA\) portal](#)
- ❖ screenshot No. 13: [SSEN Distribution Data Portal](#)

Network operational diagrams:

Refer to: -

- ❖ screenshot No. 11: [HV Network Schematics](#)

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- SSEN Website Information Screenshots

4.8 Point of Connection Accreditation

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

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

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

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

The standing NERS Strategy Working Group (which is a sub-group of NERSAP) has been created to carry out a strategic review of the NERS scheme and consider if it is fit for purpose. The first meeting was held on 30th January 2018. This working group is still in place, and we are represented.

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

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- NERSAP Minutes July 2024 FINAL
- NERSAP Minutes Nov 2024 FINAL
- NERSAP Minutes March 2025 FINAL
- NERS-Requirements-Documents-V10-GB-2025

4.9 POC assessment Using Standard Design Matrix

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

Some Point of Connection designs may be determined using a Standard Design Matrix. To facilitate this, an up-to-date Standard Design Matrix is published on our secure website.

This Standard Design Matrix may be used to identify a Point of Connection.

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

Refer to: -

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

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Standard Design Matrix for POC Assessment (Rev2.00)
- POC Self Identification and Self Design Approval Guidance (Rev2.00)
- SSEN Website Information Screenshots

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

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

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

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

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

Refer to: -

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

Capacity data:

Refer to: -

- ❖ screenshot No. 10: [Network Rating and Loading Information](#)
- ❖ screenshot No. 12: [Near Real-time Data Access \(NeRDA\) portal](#)
- ❖ screenshot No. 13: [SSEN Distribution Data Portal](#)

Geographical network data:

Refer to: -

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

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Standard Design Matrix for POC Assessment (Rev2.00)
- POC Self Identification and Self Design Approval Guidance (Rev2.00)
- SSEN Website Information Screenshots

4.11 Information Exchanges

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

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



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

In order to facilitate the exchange of information required when ICPs determine the Point of Connection, we use the online Web-Portal for Point of Connection Notice submissions, which is the same online Web-portal we use for Point of Connection applications. This Web-Portal for Point of Connection Notice submissions is accessible by ICPs and IDNOs here: [POC Self Identification Matrix & Self Design Approval Guidance](#).

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

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

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

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

4.12 Self Determination Information

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

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

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



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

Table 1 – The Market Segments Where an ICP can Self-determine their Own POC		
Market Segment	Self-determination available (Yes/No)	Comment
LV demand	Yes	Available for demand connection projects where distribution works at LV are involved.
HV demand	Yes	Available for demand connection projects where distribution works at HV are involved.
HVEHV demand	No	Not available for demand connection projects where distribution works at EHV are involved.
EHV132 demand	No	Not available for demand connection projects where distribution works at EHV or 132kV are involved.
DG LV	No	Not available for DG connection projects where: • ENA EREC G98 type of micro-generating plant is present (including electricity storage devices). • ENA EREC G99 type of power generating plant is present (including electricity storage devices). • Distribution works at LV are involved.
DG HVEHV	No	Not available for DG connection projects where: • ENA EREC G98 type of micro-generating plant is present (including electricity storage devices). • ENA EREC G99 type of power generating plant is present (including electricity storage devices). • Distribution works at HV or EHV are involved.
UMS LA	Yes	Available for unmetered connection projects where distribution works at LV are involved, though the POC determination process is not applicable for UMS market segments.
UMS Other	Yes	
UMS PFI	Yes	

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- POC Self Identification and Self Design Approval Guidance (Rev2.00)

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

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

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

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



[Competition in connections useful documents](#), and [POC Self Identification Matrix & Self Design Approval Guidance](#).

Our Standard Design Matrix is published on our secure website.

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

Refer to: -

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

Table 2 – Criteria by which an ICP can Self-determine Their Own POC

Criteria	Measurement	Comment
Connection capacity	Up to 1MVA	Dependent on POC voltage.
Distance to substation	N/A	Design assessment using suitable analysis tools required for any extension greater than 10m.
Service cable length	Service length <30m	Longer lengths require design assessment using suitable analysis tools.
Transformer capacity	Transformer capacity >50kVA	Existing transformer load assessment required where connection is greater than 23kVA (after diversity maximum demand – ADMD).
Asset types excluded	Connections involving EHV or 132kV assets. DG connections.	ENA EREC G98 type of micro-generating plant (including electricity storage devices). ENA EREC G99 type of power generating plant (including electricity storage devices).

See below additional information to clarify the first two criteria in Table 2 above:

Criteria	Measurement	Comment
Connection capacity	Up to 1 MVA	Dependent on POC voltage. <i>(This means it is dependent on the Relevant Market Segment as set out in Table 1 in section 4.12.1 of this report.)</i>
Distance to substation	N/A <i>[No measurement set out for this criteria.]</i>	Design assessment using suitable analysis tools required for any extension greater than 10m. <i>[Where the LV mains cable is to be extended over 10m from the substation to accommodate the self-determined POC, a network assessment is required using a software such as WinDebut.]</i>

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Standard Design Matrix for POC Assessment (Rev2.00)
- POC Self Identification and Self Design Approval Guidance (Rev2.00)
- SSEN Website Information Screenshots

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

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

Market Segment	Self Determination Available (Yes/No)	Comment	Number of DNO Quotes Issued	Number of SLC15 Quotes Issued	Number of Self Determined by Standard Design Matrix	Number of Self Determined by Technical Competence
LV demand	Yes		639	111	0	0
HV demand	Yes		1,548	183	0	0
HVEHV demand	No		244	24	0	0
EHV132 demand	No		35	4	0	0
DG LV	No		1,759	21	0	0
DG HVEHV	No		307	54	0	0
UMS LA	Yes	Available for unmetered connection projects where distribution works at LV are involved, though the POC determination process is not applicable for UMS market segments.	282	0	0	0
UMS Other	Yes		164	2	0	0
UMS PFI *	Yes		0	0	0	0

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



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

Market Segment	Self Determination Available (Yes/No)	Comment	Number of DNO Quotes Issued	Number of SLC15 Quotes Issued	Number of Self Determined by Standard Design Matrix	Number of Self Determined by Technical Competence
LV demand	Yes		2,843	912	0	0
HV demand	Yes		2,201	1,197	0	1
HVEHV demand	No		84	84	0	0
EHV132 demand	No		45	46	0	0
DG LV	No		10,331	82	0	0
DG HVEHV	No		380	132	0	0
UMS LA	Yes	Available for unmetered connection projects where distribution works at LV are involved, though the POC determination process is not applicable for UMS market segments.	227	53	0	0
UMS Other	Yes		459	61	0	0
UMS PFI	Yes		2	1	0	0

4.13 Connection Design

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

We set out details of any reasonable requirements on our website, including planning and design standards and specifications, such as G81.

There are links to the relevant planning and design standards and specifications published on our secure website at [G81 Library](#).

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

Refer to: -

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

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- SSEN Website Information Screenshots

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

We comply with the Energy Networks Association (ENA)'s Engineering Recommendation G88 (as amended from time to time) which sets out the "Principles for the planning, connection and operation of electricity distribution networks at the interface between distribution network operators (DNOs) and independent distribution network operators (IDNOs)".

We do not require any additional boundary equipment between an IDNO network and our DNO network at LV, unless such additional boundary equipment is funded by us, being in excess of the minimum scheme (as described in the Connection Charging Methodology and Statement).

We may retain the requirement for boundary equipment at higher voltages in compliance with the Distribution Code. Where supplies are provided by us at HV or EHV and above, we may require metering equipment which will be specified and funded by us, being in excess of the minimum scheme (as described in the Connection Charging Methodology and Statement).

4.16 Design Approval

*4.16.3 DNOs shall complete and publish the following standard tables on their website.
The proposed tables would be set out as follows:*



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

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

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

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

*If applicable

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

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



Table 3 – The Market Segments Where an ICP can Self-approve Their Own Designs

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

Table 4 – Qualifying Criteria that will Apply to Allow an ICP to Move Between the Different Levels of Design Approval

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

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- POC Self Identification and Self Design Approval Guidance (Rev2.00)

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

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

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

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

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

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

Where, during the review of the design submitted for information, any non-conformance with design standards or issues with POCs are identified, we have in place a process to inform the ICP/IDNO by email of any non-conformity together with the corrective actions required. The ICP does not need to wait for the feedback on our inspection of their design. The inspection is no more onerous than required of our own business.

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

We continue to engage with ICPs to resolve issues should any concerns arise around competency. Should this not resolve matters, we will escalate to a senior manager internally who will engage with the ICP concerned at a more senior level to address issues.

Ultimately, we will inform the NERS Accreditation Body of any concerns with a specific ICP and would only take this step when all other avenues have been exhausted.

Additionally, we also work closely with the NERS Accreditation Body on an ongoing basis identifying and reinforcing best performance by individual ICPs.

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

Market Segment	Self Approval Available (Yes/No)	Comment	Number of SLC15 Designs Approved	Number of Self Approved Designs
LV demand	Yes		44	12
HV demand	Yes		20	2
HVEHV demand	No		3	0
EHV132 demand	No		2	0
DG LV	Yes	G98 type of micro-generating plant and Distribution works at LV are involved	8	2
	No	G99 type of power generating plant and Distribution works at LV are involved		
DG HVEHV	Yes	G98 type of micro-generating plant and Distribution works at HV are involved	15	4
	No	G98 type of micro-generating plant and Distribution works at EHV are involved		
	No	G99 type of power generating plant and Distribution works at HV or EHV are involved		
UMS LA	Yes	Available for unmetered connection projects where distribution works at LV are involved, though the design approval process is not applicable for UMS market segments.	0	0
UMS Other	Yes		0	0
UMS PFI *	Yes		0	0

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



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

Market Segment	Self Approval Available (Yes/No)	Comment	Number of SLC15 Designs Approved	Number of Self Approved Designs
LV demand	Yes		309	246
HV demand	Yes		242	127
HVEHV demand	No		17	23
EHV132 demand	No		15	5
DG LV	Yes	G98 type of micro-generating plant and Distribution works at LV are involved	14	4
	No	G99 type of power generating plant and Distribution works at LV are involved		
DG HVEHV	Yes	G98 type of micro-generating plant and Distribution works at HV are involved	69	13
	No	G98 type of micro-generating plant and Distribution works at EHV are involved		
	No	G99 type of power generating plant and Distribution works at HV or EHV are involved		
UMS LA	Yes	Available for unmetered connection projects where distribution works at LV are involved, though the design approval process is not applicable for UMS market segments.	0	0
UMS Other	Yes		0	0
UMS PFI	Yes		0	0

4.18 Final Connection

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

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

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

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

We provide the service of facilitating and registering MPANs to an ICP in the same manner that it provides it to a customer directly or its own Connections business.

This process is common across all market participants.

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

5.1 Accreditations

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

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

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

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

The standing NERS Strategy Working Group (which is a sub-group of NERSAP) has been created to carry out a strategic review of the NERS scheme and consider if it is fit for purpose. The first meeting was held on 30th January 2018. This working group is still in place, and we are represented.

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

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- NERSAP Minutes July 2024 FINAL
- NERSAP Minutes Nov 2024 FINAL
- NERSAP Minutes March 2025 FINAL
- NERS-Requirements-Documents-V10-GB-2025

5.2. Authorisations

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

We recognise and accept training and/or authorisation given by any other DNO regarding G39 and other competencies such as removing cut-out fuses etc.

SSEN 'G39 Authorisation – SSEN Statement' document is published on our website at [Unmetered Connections](#), and [Competition in connections](#).

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

- *Option 1 - ICP authorisation of ICP Employees and Contractors*
- *Option 2 - DNO authorisation of ICP Employees*
- *Option 3 - Transfer of Control*

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

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

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

Refer to: -

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

Some additional information regarding Option 1 (ICP authorisation of ICP Employees and Contractors), Option2 (DNO authorisation of ICP Employees), and Option 3 (Transfer of Control), regarding the Model Distribution Safety Rules (MDSRs), and regarding where Alternative Providers can send their own DSRs via email address for review, is published on our website at [Competition in connections](#), and [Safety rules and authorisations](#).

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- SSEN Website Information Screenshots

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



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

Activities	Option 1- ICP (Yes/No)	Option 2 – DNO (Yes/No)	Option 3 – Transfer of control (Yes/No)	Comments
LV Works	Yes	Yes	Yes	
LV Operations	Yes	Yes	Yes	
HV Works	Yes	Yes	Yes	
HV Operations	Yes	Yes	Yes	
EHV Works	Yes	Yes	Yes	
EHV Operations	Yes	Yes	Yes	
Unmetered Works	Yes	Yes	Yes	
Unmetered Operations	Yes	Yes	Yes	



6.1 Auditing

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

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

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

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

6.2. Inspection

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

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

SHEPD's Quality and Technical Inspectors undertake all inspections on Contestable Works which are carried out by an Alternative Provider or SHEPD's own Connections business in the north of Scotland.

SEPD's Connections Technical Delivery Engineers undertake all inspections on Contestable Works which are carried out by an Alternative Provider or SEPD's own Connections business in central southern England.

This ensures inspection results, records and resolutions are managed in a consistent and transparent manner.

It should be noted that, as inspections relate to projects and not to exit points, there is no direct correlation between number of inspections and number of exit points. Projects may include many or few exit points. An IDNO project for example commonly involves a single exit point.

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

Table 4: Information on Inspections – SHEPD Licensed Area

	Number of Inspections Made	% of inspections made*	Number of Connections made (exit points)**	Comments
DNO	464	85%	3,821	
ICPs	83	15%	142	

Table 4: Information on Inspections – SEPD Licensed Area

	Number of Inspections Made	% of inspections made*	Number of Connections made (exit points)**	Comments
DNO	700	72%	12,238	
ICPs	270	28%	11,767	

Comments:

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

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

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

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

7.2 Land Rights

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

We publish full details of the criteria which trigger any land rights required where Alternative Providers are involved in the acquiring of rights for the installation of distribution assets. This approach is no more onerous than it would be for our own connections' activities.

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

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

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

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

As a result of the structure of the conveyancing system in Scotland, the incorporated process is not applicable for SHEPD. In Scotland, IDNOs can secure land rights for a new network by having the landowner grant the rights directly to them via a transfer or lease document. The IDNO or their appointed agent handles negotiations and documentation, which must be registered with [Registers of Scotland](#) to be legally effective. IDNOs can utilise the lease / sub-lease templates published on our website ([Land rights documents](#)) to negotiate the land rights on behalf of SHEPD.

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

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

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

7.4 Adoption

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



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

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

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

Refer to: -

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

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

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- SSEN Website Information Screenshots

10. Dispute Resolution

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

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

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

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

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

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

