

SSEN Distribution

MAJOR CONNECTIONS ANNUAL REPORT

2024 - 2025



Scottish & Southern
Electricity Networks



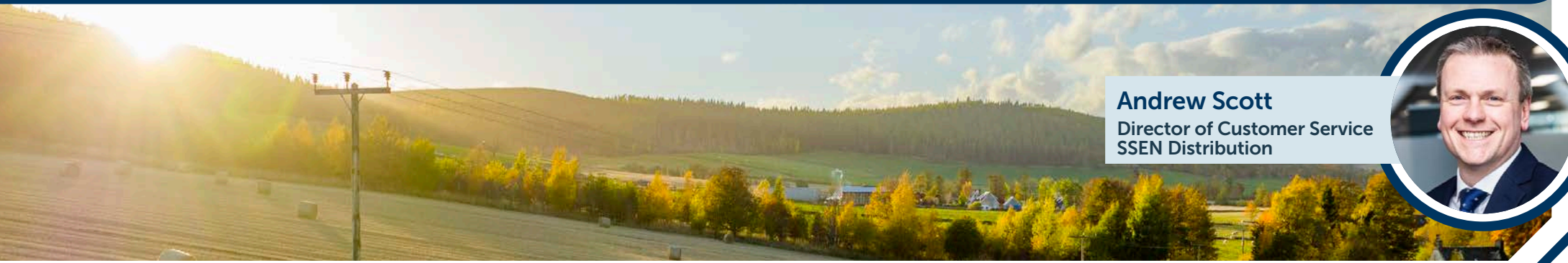
CONTENTS

- 3 FOREWORD
- 4 ABOUT US
- 5 INTRODUCTION
- 6 OUR PERFORMANCE IN RELATION TO THE MAJOR CONNECTIONS CUSTOMER SATISFACTION SURVEY (MCCSS)
- 8 PERFORMANCE METRICS: MCTTQ AND MCTTC
- 9 STAKEHOLDER ENGAGEMENT
- 10 LOOKING BACK – PROGRESS ON DELIVERABLE OUTPUTS OVER RIIO-ED2
- 11 OUR COMPLETED COMMITMENTS
- 12 LOOKING AHEAD - OUR COMMITMENTS FOR 2025/26





1. FOREWORD



Andrew Scott
Director of Customer Service
SSEN Distribution

FOREWORD BY THE DIRECTOR OF CUSTOMER SERVICE

We're committed to connecting Major Connections Customers to help deliver on the UK's Clean Power 2030 goals.

The role Distribution Network Operators like SSEN play in supporting sustainable economic growth through decarbonisation is a fundamental one.

Our Major Connections Annual Report for 2024/25 charts our achievements and progress towards delivering our goals over the past year, as we seek to support and enable our customers' ambitions.

We've delivered improvements in our customer satisfaction scores, with results above baseline targets in both our licence areas. This comes after a big effort to make positive changes to how we communicate with customers, and when it comes to their experience of working with us. We've also delivered some improvements in the time it takes to give customers a quotation.

This report details the measures we've taken to improve our customers' journey, both at the application and delivery stage.

We've made these changes, based on what you – our customers – have told us needed addressing. The focus groups we've set up in each market segment have given us valuable insights so we can better understand individual customer priorities. Our Connections Expert Panel took these insights, examined them, and came up with ways of delivering improvements.

The focus this year has been on improving the quote process, particularly around giving customers an early notice if fulfilling their request might need significant reinforcement to the network. This in turn, gives customers a clear, timely idea of costs and other requirements.

We've also shone a light on our internal processes, to help customers gain a better understanding of how we arrive at the quotes we provide.

In the year to come, we'll build on this progress. We'll undertake a thorough study of our design costs process; we'll harness the power of data to improve flexible connection offers, and we'll update our plans for network reinforcement, so they reflect the evolving demands from you.

The coming year will also see the fruits of the Connections Reform process, which promises to deliver further broad progress to ensure vital new connections projects can move forwards.

I'd like to thank everyone – be they customers, stakeholders, or our own colleagues here at SSEN Distribution for their involvement in a year of progress, which is making ours a better Major Connections service.

KEY HIGHLIGHTS



Customer Satisfaction Scores up **4.3%** in SSEH and **7.5%** in SSES.



Faster Quote times by **11%** in SSEH and **1.2%** in SSES.



Faster Connection times by **4.8%** in SSEH and **8.6%** in SSES.



Improved assessment of **protection requirements** within upfront quote.



Greater access to system planning engineers at **pre-application surgeries**.



Structured stakeholder **engagement process** to identify and agree priority commitments.





2. ABOUT US

ABOUT SSEN

We're Scottish and Southern Electricity Networks (SSEN) Distribution. We're the Distribution Network Operator (DNO) responsible for delivering power to almost 4 million homes and businesses across central southern England and the north of Scotland.

We serve some of the UK's most remote communities - and some of the most densely populated. Our two networks cover the greatest land mass of any UK DNO, covering 72 local authority areas and 75,000km² of extremely diverse terrain.

We're also at the forefront of delivering the decarbonised electricity system of the future, connecting new low-carbon technologies to the network. Through this, we're helping support sustainable economic growth for decades to come.

With our Priority Services Register, we help over 1 million customers who may need additional support, and we work with trusted, expert organisations in a range of initiatives to assist those living in fuel poverty.

SSEN Distribution is part of SSE plc, a UK-listed energy company.

SSEN DISTRIBUTION NETWORK AT A GLANCE

Nearly **4 million** homes and businesses

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

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

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

North of Scotland
SSEH/SHEPD LICENCE AREA



Central Southern England
SSES/SEPD LICENCE AREA



3. INTRODUCTION

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

The Major Connections Incentive (MCI) was introduced by Ofgem to drive Distribution Network Operators ('licensees') to deliver quality services to customers seeking Major Connections in RII0-ED2.² This involves evaluating overall customer satisfaction with the connections process, the timeliness of connections, and the provision of information to customers. The incentive is reputational where Ofgem has deemed that adequate competition exists within specific market segments. Further details of the can be found in Ofgem's Governance document available on its website [here](#).³

Table 1 details where the incentive is reputational or financial.

Financial Reputational

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

¹ Unless otherwise stated the narrative included within the report applies to both SHEPD and SEPD. Performance scores are noted for SHEPD and SEPD separately, and referred to as SSEH and SSES respectively in tables.

² RII0-ED2 (also referred to as ED2) refers to the current Electricity Distribution Price Control Regulation administered by Ofgem.

³ <https://www.ofgem.gov.uk/sites/default/files/2024-04/Major%20Connections%20Governance%20Document%20V1.2.pdf>



4. OUR PERFORMANCE IN RELATION TO THE MAJOR CONNECTIONS CUSTOMER SATISFACTION SURVEY (MCCSS)

In 2024/25, we saw a sharp improvement in our performance in the MCCSS. Our Financial Incentive score for SHEPD was 8.89 and 7.92 for SEPD, against a baseline target set by Ofgem of 7.41. This is an improvement of 4.6% in SHEPD and 11% in SEPD.

Surveys are issued within ten working days of each stage's completion and responses are analysed by our Customer Strategy Team to identify trends and where actions are needed. This feedback is placed alongside what we receive directly from stakeholders via various engagement forums. The improvements we have seen are driven by listening to our stakeholders and analysing the feedback in the surveys to pinpoint specific actions to improve the customer experience – as detailed below.

This year, we saw improved satisfaction scores across both stages in comparison to the previous reporting period.





(CONTINUED) OUR PERFORMANCE IN RELATION TO THE MAJOR CONNECTIONS CUSTOMER SATISFACTION SURVEY (MCCSS)

The improvement trends can be seen in both our SEPD and SHEPD regions. We continue to see higher performance in our SHEPD region. We share best practice across both licensees to drive performance. Our SEPD licence area is a more highly constrained area across transmission and distribution. The rate of growth is higher in this area and there are greater dependencies and interactivity across connection offers compared to SHEPD. This makes for a more challenging environment to deliver on customer expectations.

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

Financial Incentive (FI) MCCSS Scores



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

	SSEH		SSES	
	2023/24	2024/25	2023/24	2024/25
Overall MCCSS (Target – 7.41)	8.50	8.89	7.14*	7.92
Metered Demand LV	8.67	8.71	6.69	7.49
Metered Demand HV	8.45	8.80	N/A	N/A
Metered Demand HV and EHV	7.64	8.70	N/A	N/A
Metered Demand EHV and Above	-	-	N/A	N/A
Distributed Generation LV	8.56	9.24	7.52	8.38
Distributed Generation HV and EHV	N/A	N/A	N/A	N/A
Unmetered Local Authority	9.50	10.00	N/A	N/A
Unmetered PFI	-	-	N/A	N/A
Unmetered Other	10.00	9.17	5.00	7.85

**Rounded figure.*

Reputational Incentive (RI) MCCSS Scores



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

	SSEH		SSES	
	2023/24	2024/25	2023/24	2024/25
Overall MCCSS (Target – 7.41)	7.65	7.95	7.20*	7.48
Metered Demand LV	N/A	N/A	N/A	N/A
Metered Demand HV	N/A	N/A	7.31	7.42
Metered Demand HV and EHV	N/A	N/A	8.00	7.10
Metered Demand EHV and Above	N/A	N/A	7.50	9.40
Distributed Generation LV	N/A	N/A	N/A	N/A
Distributed Generation HV and EHV	7.65	7.95	6.19	7.83
Unmetered Local Authority	N/A	N/A	2.00	8.00
Unmetered PFI	N/A	N/A	-	-
Unmetered Other	N/A	N/A	N/A	N/A

**Rounded figure.*

N/A: This indicates that this RMS is not subject to the relevant incentive in this table.



5. PERFORMANCE METRICS: MCTTQ AND MCTTC

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

Major Connections Time to Quote (MCTTQ)



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

Major Connections Time to Connect (MCTTC)



Measures the average duration from acceptance to physical connection.

As shown in Table 4, in both licence areas our MCTTQ timescales have largely improved compared to 2023/24. MCTTC timescales often depend on a range of complex external factors, such as constraints in place from transmission networks, distribution reinforcement works and the readiness of large commercial customers to connect. These can vary vastly between years, based on the type and volume of applications we receive.

Table 4: MCTTQ and MCTTC (in working days) within SSEH and SSES in 2023/24 to 2024/25.

REGION	SSEH				SSES			
	MCTTQ		MCTTC		MCTTQ		MCTTC	
RMS	23-24	24-25	23-24	24-25	23-24	24-25	23-24	24-25
Metered Demand LV	18.29	15.63	130.62	143.38	17.05	14.16	151.39	145.59
Metered Demand HV	27.32	23.75	167.50	208.18	24.74*	22.28*	281.16*	311.49*
Metered Demand HV and EHV	52.44	47.34	325.16	311.39	53.10*	48.91*	551.50*	422.21*
Metered Demand EHV and Above	N/A	N/A	N/A	N/A	61.64*	59.59*	170.33*	207.00*
Distributed Generation LV	31.44	27.06	128.21	171.18	27.48	11.41	144.18	113.37
Distributed Generation HV and EHV	57.14*	53.63*	161.35*	266.47*	55.49*	47.36*	294.77*	334.17*
Unmetered Local Authority	6.96	8.05	61.28	59.12	14.18*	10.00*	166.25*	93.00*
Unmetered PFI	25.00	N/A	87.00	N/A	2.00*	5.00*	146.00*	N/A*
Unmetered Other	16.61	10.74	99.46	106.28	12.41	9.91	175.92	138.01

*RMS which have passed the competition test.



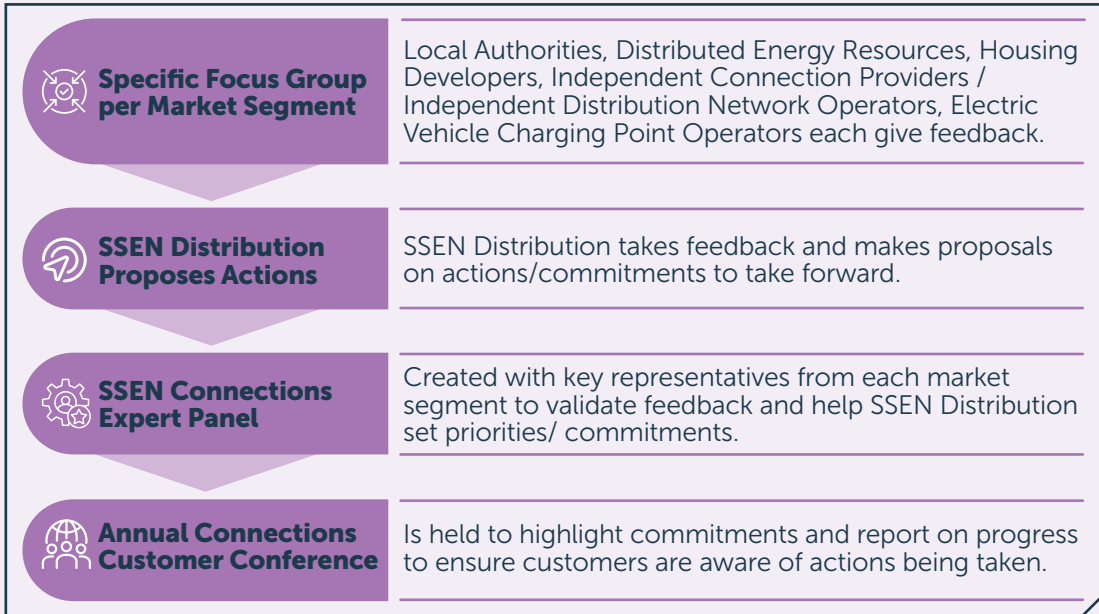
6. STAKEHOLDER ENGAGEMENT

We aim to deliver engagement which is useful, accessible and dynamic. We use insight and collaborative partnerships to achieve positive and tangible outcomes for customers, stakeholders and society.

A key area of focus for 2024/25 has been to ensure that stakeholders have a clear insight into our priorities and can see how their feedback has shaped them. We have embedded a clear process and structure around stakeholder engagement which enables feedback from our stakeholders to drive our priorities. Stakeholders have told us that they like to be able to shape our priorities and then see progress on how we are delivering them. Consequently, we have embedded the following structure around our engagement:

- At market segment level, we hold specific and targeted focus groups throughout the year to collect feedback, provide progress updates, and ensure targeted engagement on key topics. This provides us with a wide range of feedback which we review to understand the common aspects and distil into a set of priorities.
- Our Connections Expert Panel and Stakeholder Group Forum are crucial in reviewing proposed organisational priorities and validating those – for example the focus around quotation as a key priority area for 2024/25.
- Our annual Connections Customer Conferences provide opportunities to further validate our priorities with a wider group of stakeholders, provide updates on progress against agreed commitments and share information to improve customer experience.

Engagement Process





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

A Summary of our Progress.

Back in 2021, we set out specific outputs for connections service, as part of our RIIO-ED2 business plan. The actions shown in Table 5, alongside our commitments detailed below, are designed to support our overall aim of delivering high quality services to our Major Connections customers. We set an ambitious target of 9/10 for customer satisfaction from Major Connections customers by the end of RIIO-ED2. This target sets the trajectory of improvement which we are committed to deliver year on year. The improvement rates we have seen in 2024/25 are in line with this trajectory. We will be continuing to focus on listening to our stakeholders and working with them to drive similar rates of improvement across the remaining years of RIIO-ED2, to deliver this target under FI.



Table 5: Progress on Deliverable Outputs over RIIO-ED2 for Major Connections.

AREA	RIIO-ED2 TARGET	SUMMARY OF PROGRESS	STATUS
Connections Process	Improve the end-to-end process (application, design, quote and connection) for all our connections and introduce automated quotation services for domestic Low Carbon Technology (LCT) and minor connections customers by 2025.	Completed in 2023-2024. This involved us improving our end-to-end process, including application, design, quote and connection.	
Service Standards for Major Connection Customers	Deliver high quality services to our major connections customers achieving a customer satisfaction of 9/10 or above by the end of ED2.	Over 2024/25, we have worked to improve service standards for Major Connection Customers by: <ul style="list-style-type: none"> • Launching Sprint Shakespeare: a Major Connections customer service sprint. • Expanding the BRM team to support customers across market segments in our SEPD and SHEPD licence areas. • Completing phase one of the Major Connections Review. This involved mapping out the quote process and outlining roles and responsibilities across the end-to-end connections process to support customer journeys. • This work contributed to higher MCCSS scores in 2024/25 compared to the previous year. 	
Guaranteed Standards of Performance (GSOPs)	Meet our licence obligations for connections GSOPs on an ongoing basis and aim to reduce the number of failures over the period.	We have continued to achieve this output in 2024/25 which requires us to meet our licence obligations under GSOPs.	



8. OUR COMPLETED COMMITMENTS

Our stakeholders helped us identify and set the following commitments in 2024/25. We successfully delivered against these commitments to drive improvements for our customers.

Table 6: Major Connections Commitments Completed in 2024/25

FEEDBACK	COMMITMENT	COMPLETED
Offer clarity on key contacts at quote stage	Review existing quote process and ensure all steps are mapped and clearly communicated and managed across teams.	March 2025
Provide an early indication of viability during the Technical Report stage	Call Customers during the technical report stage, where system planning indicates large scale reinforcement required.	March 2025
Provide greater clarity over ownership and accountability of different stages in connections process	Outline clear roles and responsibilities across E2E Major Connections process.	March 2025
Improve the handover process between employees when project managers change and reduce the time taken to get answers to queries	Deliver a series of bespoke training and briefing sessions for Project Managers in our Large Capital Delivery team around customer service principles to improve handovers and query response times.	March 2025
Offer more access to the engineers who undertake quotes on pre-application surgeries	Business Relationship Manager team to take ownership of SHEPD pre-application surgeries to facilitate closer engagement with designers and reduce wait times.	August 2024
Provide regular updates on Connections Reform	Deliver a series of fortnightly connections reform webinars.	January 2025

RIIO-ED2 PRINCIPLE / BASELINE EXPECTATION
Provide tailored communication plans to suit different customer needs, including the provision of specified points of contact during the application process. This should include the provision of various channels through which customers can access support or help.
Deliver value for customers by ensuring simplicity and transparency through the applications process.
Communicate a clear connections process for all customers. This should include providing clarity of DNO, customer and third-party responsibilities. This should also include providing clarity on how issues that arise can be raised and resolved.
Provide tailored communication plans to suit different customer needs, including the provision of specified points of contact during the delivery process. Ensure various channels are available for customers to access support or help.
Provide support and help to customers through appropriate channels which should include, but not be limited to, connections surgeries.
Provide support in the form of tailored pre-application communication to suit different stakeholder needs.



9. LOOKING AHEAD - OUR COMMITMENTS FOR 2025/26

We've already worked with our stakeholders to set our commitments for 2025/26 as part of our strategy to deliver further tangible improvements for our Major Connections Customers.

Table 7: Major Connections Commitments 2025/26

FEEDBACK	COMMITMENT	TARGET DATE
Provide greater transparency around key focus areas	Create a commitments tracker to be shared with Expert Panel.	June 2025
Improve transparency around design costs	Carry out a deep dive of design costs to increase quote accuracy.	Sept 2025
Improve accuracy and consistency around flexible connection offers	Map roles and responsibilities for 2-3 different flexible products; Assess data used for flexible connection offers and ensure consistency for the benefit of customers.	Sept 2025
Streamline the process for financial closure of connections projects	Outline clear roles and responsibilities and milestones around project closure to give customers clarity.	July 2025
Give more regular and structured communication regarding improvement plans	Create detailed market segment focus groups which meet at least twice a year, to enhance communication on improvements.	July 2025
Communicate cost variations sooner	Provide clear guidance and training to Project Mangers to ensure variations are communicated to customers in a timely manner.	July 2025

RIIO-ED2 PRINCIPLE / BASELINE EXPECTATION

- Have robust processes in place to proactively engage with stakeholders. This should include how the DNO plans to both identify and address connections issues.
- Provide customers with clear connection quotation cost breakdowns, listing out the cost components and any assumptions used in the formulation of a connections offer.
- Have processes in place to help customers identify how they could make changes to their connection requirements, that would meet their needs and allow them to get connected more quickly or cheaply.
- Complete any cost reconciliation in a timely manner.
- Have robust processes in place to proactively engage with stakeholders. This should include how the DNO plans to both identify and address connections issues.
- Provide clear explanations of the types of connection products available, the associated costs of each and the information that would need to be provided by the customer to make an application. Where appropriate, this should also include the provision of general information on the potential implications for a customer's connection offer if they change their own requirements, if other customers are seeking to connect in the same area or if they do not accept an offer within its validity period.



(Continued) Table 7

FEEDBACK	COMMITMENT	TARGET DATE
Communicate price changes more clearly	Clear communication of upcoming cost book changes for SHEPD Major Connections customers.	Aug 2025
Improve assessment of communications and protection requirements at quote stage.	Ensure that a more detailed review of protection requirements and resource for large connections is undertaken as part of quote process to improve customer experience.	SEPD March 2025 SHEPD Dec 2025
Provide information resources for the diversions process.	Create a five-minute explainer video for the minor connections diversion process to inform customers.	Dec 2025
Offer updated Grid Supply Point reinforcement plans, the amount of Super Grid Transformers that are being replaced and their associated dates.	Update Grid Supply Point reinforcement plans and the amount of Super Grid Transformers that are being replaced and their associated dates to give customers better oversight.	March 2026



RIIO-ED2 PRINCIPLE / BASELINE EXPECTATION

Provide customers with clear connection quotation cost breakdowns, listing out the cost components and any assumptions used in the formulation of a connections offer.

Deliver value for customers by ensuring simplicity and transparency through the applications process.

Provide support in the form of tailored pre-application communication to suit different stakeholder needs.

Provide clearly signposted information on capacity available to enable points of connection to be identified.

Connections Reform

Connections Reform will have a significant impact on our Generation and Storage Major Connections customers in 2025/26 as they submit evidence, go through queue reformation and receive revised connection offers. We are committed to working closely with our stakeholders during this period to put them at the centre of our processes and approach and provide clear and consistent communications to them. To facilitate this, we will build on the webinar series held during 2024/25 to ensure that customers are aware of planned industry processes, are able to provide feedback to shape them and can raise queries direct with our specialist Connections Reform team.

We are aware that Connections Reform creates uncertainty for our customers and we are committed to ensuring that the offers which emerge out of it are high quality and provide the clarity and certainty required to enable delivery of projects to help meet the Clean Power 2030 targets.

During 2024/25, we helped our customers to navigate the National Energy System Operator (NESO) Gate 2 process by hosting the following webinars:

- The Transmission Queue Pause - what this means for Distribution Customers.
- Connections Reform for Contracted Customers.
- Technical Limits Overview.
- Capacity Reallocation.
- Gate 2 Readiness Criteria.

In February 2025 our BRM team made courtesy calls to customers to inform them of the upcoming Gate 2 process and check in on the status of their projects to give them the best opportunity to progress smoothly.

Looking ahead to 2025/26, we will continue to support customers by hosting the following webinars:

- What will my Gate 1 Connections Reform offer look like.
- What will my Gate 2 Connections Reform offer look like.
- Opportunities for non-firm connections for Gate 2 projects.

During Gate 2 submission windows our dedicated Connections Reform Support team will assist customers via drop-in sessions held three times each week, to offer the best service possible. The team will also be working hard to respond to customer queries in support of their evidence submissions for connection schemes.

FEEDBACK



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