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Competition in Connections Code of Practice
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1. Screenshot No. 1: SSEPD website – ‘Home’ page

<https://www.ssepd.co.uk/Home/>

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Incentive on Connections Engagement Submission for 2016

Combined Looking Back Report 2015/16 Looking Forward Report 2016/17



New Improvement Plans for Connections Customers 2016/17

Listening to you is important to us. This Report sees us reflect on last years delivered commitments and next years Looking forward Plan set out for connections customers

[More details](#)

Emergencies & Power cuts

Central southern England
0800 072 7282

North of Scotland
0800 300 999

[Contact us](#)

Live updates - power cuts

Take a look at the map for details of any power cuts affecting customers in our network regions.

[Live updates](#)



Priority services

We offer extra help during a power cut to customers who join our Priority Services Register.

[Our Priority Services Register](#)



Help and advice

We aim to help in all situations. If you have any questions or queries, take a look at our Customer Support pages.

[Customer support](#)

Network companies

We are responsible for the electricity network in the north of Scotland and central southern England.

[Who is my network operator?](#)



News

To keep up to date with all the recent events happening within Scottish and Southern Energy Power Distribution follow us on our news page.

[Our news](#)

Get connected

We're here to help whether you're building a new home, constructing a major development or connecting renewable generation.

[Connections home](#)



Transmission

We maintain and invest in the transmission electricity network in the north of Scotland. Take a look at some of the fundamental elements involved.

[Transmission home](#)

Upgrading for the future

By improving our project portfolio we aim to keep the lights on well into the future.

[Our project portfolio](#)



Innovation

Developing smarter, more efficient networks is a key part of our work. That's why we're researching new technologies, processes and commercial arrangements.

[More about how we innovate](#)

Useful links
[Website help](#) [Careers](#) [Privacy policy](#)
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[Refund policy](#)

Emergency phone numbers
England: **0800 072 7282**
Scotland: **0800 300 999**

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North of Scotland
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2. Screenshot No. 2: SSEPD website – ‘Home’ page – Accessing ‘Connections home’

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Connection requests

- Connections home**
- For small projects
- For developers
- Moving your connection
- Generation connections
- Unmetered connections
- For ICPs and IDNOs

Connections information

- Quick estimate
- Connections - you have a choice
- Our plans and commitments
- For contractors
- Disconnecting electricity supplies
- Long term development statements
- Generation availability map
- Network capacity map
- Events
- MPAN

Connections help

- Connections help home
- Useful documents
- FAQs
- Ask a question
- Connection design services
- Guaranteed standards
- Connections engagement publications

Live updates - power cuts

Take a look at the map for details of any power cuts affecting customers in our network regions.

[Live updates](#)

Priority services

We offer extra help during a power cut to customers who join our Priority Services Register.

[Our Priority Services Register](#)

Help and advice

We aim to help in all situations. If you have any questions or queries, take a look at our Customer Support pages.

[Customer support](#)

3. Screenshot No. 3: SSEPD website – ‘Connections home’ page

<https://www.ssepd.co.uk/Connections/>

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Get connected

We provide thousands of new connections to our networks every year. We're here to help whether you're building a new home or constructing a major development. We can also help if you want to connect a generating plant from a major wind farm to a single small turbine or solar panels.



Apply now

Follow the links below to apply for a new connection or to move or upgrade an existing cable.

- [Alter or move an existing connection](#)
- [Add 1-4 connections](#)
- [Don't want to register?](#)

Small projects

You can apply online for up to four new connections.

- [New connections - small projects](#)



For developers

If you're a developer or larger company and you need multiple or complex connections, we're here to help.

- [Multiple connections](#)
- [Diversions](#)
- [Customer connection managers - England](#)
- [Customer connection managers - Scotland](#)



Generation connections

A significant part of our work is connecting new generation plants. This is anything from solar panels to wind farms.

- [Generation connections](#)



Want to move your connection?

If you're making alterations to your property and need to move your existing connection point, or the route of our cables across your property, you can apply for a service alteration.

- [Service alteration](#)

ICPs and IDNOs

NEW

We continue to work on improving the platform of information provisions, accessibility and the updates you receive...

- [Competition in connections](#)

Quick estimate

You can use our new quick estimate feature before applying for a quote to give yourself a rough guide of how much your new connections are going to cost.

- [Quick estimate](#)

Connections help

Have a query about applying for a new connection? Find the answers in our connections help pages.

- [Connections help](#)



Contact us

 Southern Electric Power Distribution
0800 048 3516

 Scottish Hydro Electric Power Distribution
0800 048 3515

- [Contact us](#)

Useful links

- [North and South Operational staff contact map](#)
- [For ICPs and IDNOs](#)
- [Our plans and commitments](#)
- [Connections - your choice](#)
- [Ask a question](#)
- [Contact us](#)
- [Useful documents](#)
- [Land Rights Requirements and Documentation](#)
- [Homepage](#)

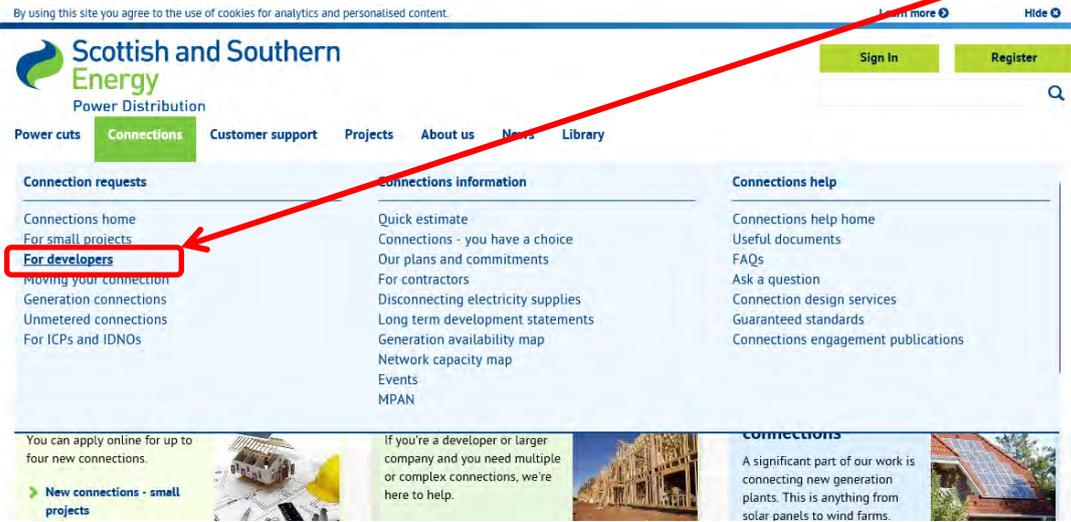
View the England Newsletter



View the Scotland Newsletter



4. Screenshot No. 4: SSEPD website – ‘Connections home’ page – Accessing ‘For Developers’



5. Screenshot No. 5: SSEPD website – ‘Connections home’ – ‘For Developers’ page

<https://www.ssepd.co.uk/Connections/Developers/>

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Connection for developers

If you are developing a housing project, a commercial or an industrial site, we will work with you to design electricity connections that meet your needs.

- Learn more about designing your connection
- Learn more about being a building network operator



Apply for a large project

Apply online for five or more new connections.

- Online application
- Don't want to register?

Did you know you have a choice?

You can seek alternative estimates or quotations from independent connection providers.

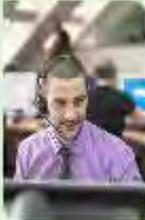
- Connections - your choice



Connections help

Have a query about applying for a new connection? Find the answers in our connections help pages.

- Connections help
- Customer Connection Managers - England
- Customer Connection Managers - Scotland



Contact us

- [Southern Electric Power Distribution](#)
0800 048 3516
- [Scottish Hydro Electric Power Distribution](#)
0800 048 3515
- Contact us

58 new homes and businesses connected to our network every day



Information we need from you

When applying for a new connection we will need certain documents before we can prepare a quotation.

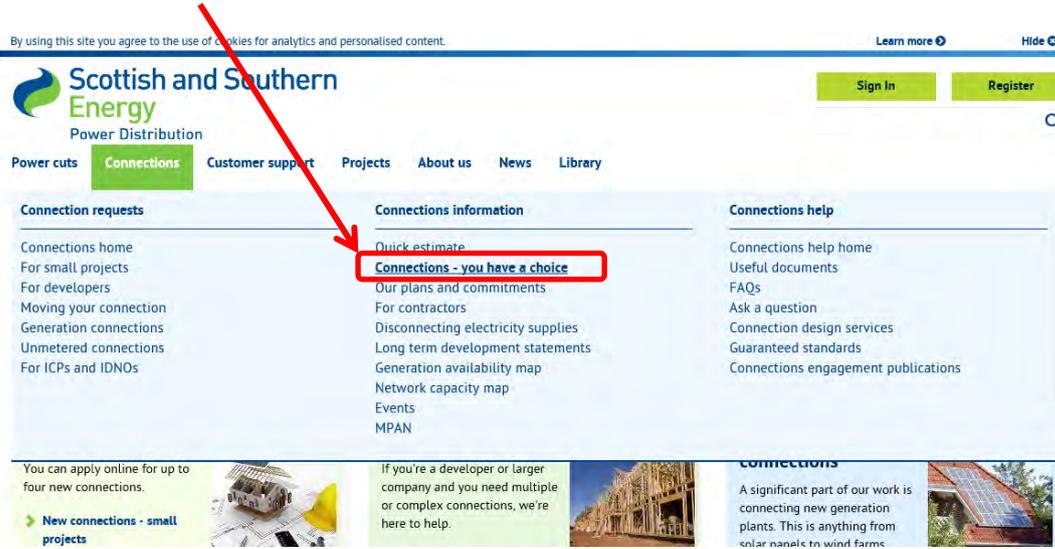
- Document checklist



Useful links

- North and South Operational staff contact map
- Land Rights Requirements and Documentation
- Single new connections
- Connections help
- Competition in connections
- Our plans and commitments
- Document checklist
- Our homepage
- Customer Connection Managers - England
- Customer Connection Managers - Scotland

6. Screenshot No. 6: SSEPD website – ‘Connections home’ page – Accessing ‘Connections – You Have a Choice’



7. Screenshot No. 7: SSEPD website – ‘Connections – You Have a Choice’ page

<https://www.ssepd.co.uk/ConnectionsYouHaveaChoice/>

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Your new connection. You have a choice

If you need a new connection in an area where we own the electricity network, did you know you have a choice?

Just because we own the network doesn't mean you have to accept a quotation from us. There are other companies out there who can carry out many aspects of the work. Competition gives you a choice and keeps us on our game making sure we deliver the best possible service for you. You can now compare prices and service levels to decide which company is best for you.

Your choices

Other companies who provide a connections service are known as Independent Connection Providers (ICPs) or Independent Distribution Network Operators (IDNOs).

The diagram below shows the competitive elements of new connections work:

New network
An ICP or IDNO will build the new network. It doesn't have to be done by Scottish and Southern Power Distribution.

Final connection to our existing network
Some ICPs can carry out this work. If they are not accredited to do this, we will have to carry out the final step.

Developments
Street Lighting
Building Network Operators

What is an ICP?

An ICP is an accredited company which can build electricity networks to agreed standards. Please click below for alternative providers in our area.

[Alternative providers in our area](#)

You can also visit the Lloyds Register website to find a list of accredited companies.

[Lloyds register](#)

What is an IDNO?

An IDNO is also an accredited company that can build electricity networks, but unlike an ICP, it owns and maintains the network once it is complete. Take a look with the link below to see accredited companies in our area.

[Alternative providers](#)

You can also visit Ofgem's website to find out which companies act as IDNOs.

[Ofgem](#)

Useful links

- [Competition in connections](#)
- [Small projects](#)
- [Fair designers](#)
- [Connections Home](#)
- [Connections Kit](#)
- [Useful documents](#)
- [Our homepage](#)

What work can other companies do?

ICPs and IDNOs can carry out most aspects of the work needed to build and operate a new network. This includes:

- Designing your connection and the new network that needs to connect to our existing network.
- Laying and connecting underground electricity cables.
- Building substations and transformer buildings.
- Installing electrical switches and transformers.
- Moving existing cables on your land for a new connections project.
- Operate the new network once it is built.
- Identify their own Point of Connection (POC) onto our existing network (Generation Connections exempt).
- Approve their own design for the new connection (Generation Connections exempt).
- Make their own final connection onto our existing network.

We provide them with all the information they need about our network. If the ICP or IDNO doesn't wish to, or cannot, carry out the work, we can do so for your project.

Once the work for your new connection is complete, it will be linked to our existing network. This means we will need to assess how your project will affect our network to ensure your POC and design will work for all and to carry out any work needed on our network. This is known as non-conestable work.

Many companies will work with us on your behalf so you still deal with one company. Some companies will carry out the whole job for you - planning, designing and building the network themselves. Others will assist manage the work and use suitable sub-contractors to build the network.

Contacting other companies

If you would like to compare prices and service levels before deciding which company is best for you, please click below for a list of providers active in our area.

[Alternative providers in our area](#)

You can also visit one of the following websites for more information:

To find out about ICPs:

- [Lloyds register](#)

To find out about IDNOs:

- [Ofgem](#)

What happen next?

When you receive your quotation / connection offer from us it will provide you with 3 options:

- You can accept for Scottish and Southern Electricity Networks to carry out all 'All works' required for your connection, or
- You can accept for Scottish and Southern Electricity Networks to carry out the 'Non-conestable works only'.

If you choose to 'carry out 'All works' or 'Non-conestable works only', you should return your signed quotation / connection Acceptance (where required), with the appropriate payment. Our team will contact you to explain the next steps.

If you have chosen 'Non-conestable works only', you will need to appoint an ICP/IDNO to carry out the conestable works. Lists of accredited ICPs / IDNOs and other alternative providers can be found at:

[Alternative providers in our area](#)

You can also use the link below:

- [Lloyds register](#)

Your ICP / IDNO will then submit a design of their proposed conestable works. Once we have the design our connection delivery team will liaise with your chosen provider to arrange for us to witness your ICP/ IDNO installing the conestable works where required. Finally, we or they will make the final connection to get your power on.

If you have any questions or require further advice on the above sources you can contact your appointed Connection Designer / Commercial Contract Manager for further assistance. Their contact details will be listed on the covering letter of your quotation / connection offer.

8. Screenshot No. 8: SSEPD website – ‘Connections – You Have a Choice’ page – Accessing ‘You Have a Choice’ factsheet

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Your new connection You have a choice

If you need a new connection in an area where we own the electricity network, did you know you have a choice?

Just because we own the network doesn't mean you have to accept a quotation from us. There are other companies out there who can carry out many aspects of the work. Competition gives you a choice and keeps us on our game making sure we deliver the best possible service for you. You can now compare prices and service levels to decide which company is best for you.

Your choices

Other companies who provide a connections service are known as Independent Connection Providers (ICPs) or Independent Distribution Network Operators (IDNOs).

The diagram below shows the competitive elements of new connections work:

The diagram illustrates the process of a new connection. It starts with an 'Existing electricity network' on the left. A green line leads to a 'New network' section, which is further divided into 'Developments' (represented by a house icon), 'Street Lighting' (represented by a street lamp icon), and 'Building Network Operators' (represented by a building icon). A final green line leads to a 'Final connection to our existing network' section. A red arrow points from the 'Download the You Have a Choice factsheet' button in the top right of the page to the 'New network' section of the diagram.

What is an ICP?

An ICP is an accredited company which can build electricity networks to agreed standards. Please click below for alternative providers in our area.

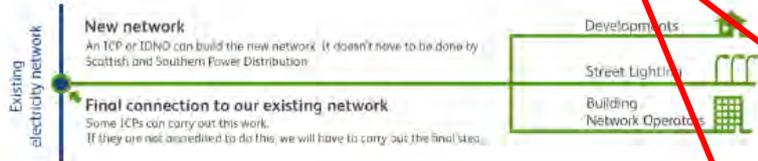
- [Alternative providers in our area](#)
- [Lloyds register](#)

9. Screenshot No. 9: SSEPD website – ‘Connections – You Have a Choice’ page – Accessing ‘Alternative Provider Search’

Your choices

Other companies who provide a connections service are known as Independent Connection Providers (ICPs) or Independent Distribution Network Operators (IDNOs).

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What is an ICP?

An ICP is an accredited company which can build electricity networks to agreed standards. Please click below for alternative providers in our area.

[Alternative providers in our area](#)

You can also visit the Lloyds Register website to find a list of accredited companies.

[Lloyds register](#)

What work can other companies do?

ICPs and IDNOs can carry out most aspects of the work needed to build and operate a new network. This includes:

- Designing your connection and the new network that needs to connect to our existing network.
- Laying and connecting underground electricity cables.
- Building substations and transformer buildings.
- Installing electrical switches and transformers.
- Moving existing cables on your land for a new connections project.
- Operate the new network once it is built.
- Identify their own Point of Connection (POC) onto our existing network (Generation Connections exempt).
- Approve their own designs for the new connections (Generation Connections exempt).
- Make their own final connection onto our existing network.

We provide them with all the information they need about our network. If the ICP or IDNO doesn't wish to, or cannot, carry out the works, we can do so for your project.

What is an IDNO?

An IDNO is also an accredited company that can build electricity networks, but unlike an ICP, it owns and maintains the network once it is complete. Take a look with the link below to see accredited companies in our area.

[Alternative providers](#)

You can also visit Ofgem's website to find out which companies act as IDNOs.

[Ofgem](#)

10. Screenshot No. 10: SSEPD website – ‘Connections – You Have a Choice’ – ‘Alternative Provider Search’ page

<https://www.ssepd.co.uk/AlternativeProviderSearch/>

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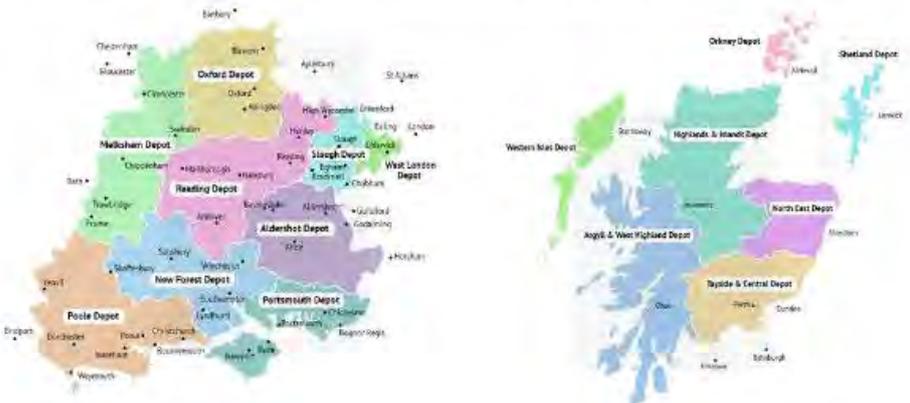
Alternative Provider List

Use the filters below to get contact details of alternative providers who have registered on our website and are active in our area.

Legal Disclaimer

We have developed the Alternative Providers List to assist you in seeking alternative quotations for your connections applications. The list is not exhaustive nor does it provide any form of recommendation or endorsement. It is a list of alternative providers who have chosen to register their details on our site. We shall not be liable for error or inaccuracy of the list, nor liable to you in tort (including negligence) or otherwise for losses arising from or in connection with your use of this Alternative Provider List for: (a) loss of profits; (b) loss of sales or business; (c) loss of agreements or contracts; (d) loss of anticipated savings; (e) loss of or damage to goodwill; or (f) any indirect or consequential loss.

From 01/07/2015, a Service Charge applies to calling 084 numbers. Contact your phone company if you want to check what a call would cost.



Filter

What country is your project in?

What region is your project in?

Services required

What does your connection project involve?
Leave unchecked if you are not sure to select all services.

- Extra High Voltage (Cable)
- Extra High Voltage (Overhead)
- High Voltage (Cable)
- High Voltage (Overhead)
- Low Voltage
- Unmetered
- Electrical Design Works

11. Screenshot No. 11: SSEPD website – ‘Connections home’ page – Accessing ‘Competition in Connections – For ICPs and IDNOs’

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Connection requests

- [Connections home](#)
- [For small projects](#)
- [For developers](#)
- [Moving your connection](#)
- [Generation connections](#)
- [Unmetered connections](#)
- [For ICPs and IDNOs](#)

Connections information

- [Quick estimate](#)
- [Connections - you have a choice](#)
- [Our plans and commitments](#)
- [For contractors](#)
- [Disconnecting electricity supplies](#)
- [Long term development statements](#)
- [Generation availability map](#)
- [Network capacity map](#)
- [Events](#)
- [MPAN](#)

Connections help

- [Connections help home](#)
- [Useful documents](#)
- [FAQs](#)
- [Ask a question](#)
- [Connection design services](#)
- [Guaranteed standards](#)
- [Connections engagement publications](#)

You can apply online for up to four new connections.

[New connections - small projects](#)

If you're a developer or larger company and you need multiple or complex connections, we're here to help.

Connections

A significant part of our work is connecting new generation plants. This is anything from solar panels to wind farms.

12. Screenshot No. 12: SSEPD website – ‘Competition in Connections – For ICPs and IDNOs’ page

<https://www.ssepd.co.uk/CompetitionInConnections/>

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Competition in connections - for ICPs and IDNOs

When customers have a choice, competing providers are naturally driven to deliver a better service. We continue to work with Ofgem and ICPs to identify and implement further scope of works that can be opened up to competition.

If you have the appropriate NERS accreditation and have been engaged by a client to deliver their new connections, we can provide you with the necessary non-contestable services.

If you would like to find out more about gaining the necessary accreditation to compete for new connections work, please visit the [Lloyds Register Website](#). Our simple [diagram](#) illustrates the high level process for opening up the connections market.

- [Visit the Lloyds Register website](#)
- [Land Rights Requirements and Documentation](#)
- [Connections useful documents](#)
- [Entering the electricity connections market](#)

Our network adoption process

View our flow chart illustrating the adoption process for contestable works.

- [View our process](#)

Alternative providers register

We understand that opening the market to competition will be highly beneficial to customers, ensuring that their connections are delivered in a safe, timely and cost effective manner. We also know that ensuring customers are aware of their choice guarantees they can take full advantage of this. Therefore, we are committed to facilitating an open and competitive market.

If you are happy to appear on our website, once you have registered, our customers will then be able to more easily search for those that could offer them an alternative quotation in delivering their project.

- [Register as an alternative provider in our area](#)



Competition in Connections Governance – The Code of Practice (COP)

In June 2014 Ofgem launched a review of the market for new electricity connections. Following their findings, Ofgem tasked all Distribution Network Operators (DNOs) with developing a Code of Practice (COP) in consultation with stakeholders; this was done through the Energy Networks Association (ENA).

The Competition in Connections (CIC) Code of Practice was approved by Ofgem in June 2015, following extensive consultation. The revised document was approved and issued in July 2015, with an implementation date of October 2015. It includes arrangements to make changes, so that it can evolve over time. This included the establishment of an industry panel to oversee those changes.

The CIC Code of Practice governs the way in which DNOs provide input services to facilitate competition in the electricity connections distribution market. It will help customers have more choice over their connection provider.

The Competition in Connections Governance can be found [here](#).

The Competition in Connections Code of Practice can be found [here](#).

Access to specifications, network information and GIS

NEW

- [Online documentation](#)

Information and data specifically for registered alternative providers - Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs).

ICP application

NEW

Make an application for an electricity network connection you wish us to adopt. Please ensure you download the application form before continuing with your online application.

- [Download application form](#)
- [Online application](#)

Notify us that you are determining the point of connection. Please refer to our **POC Self Identification and Self Design Approval Guidance Note** before continuing with your application. It explains when you can determine your POC and also when you can approve your own on site design, if applicable. **This guidance note can be found on our secure website once you have logged in.**

- [Access our specifications and network information](#)
- [Online notification for self-identified POC](#)

Contact us

Email connections@sse.com

IDNO application

NEW

Make an application for an electricity network you wish to connect to our network. Please ensure you download the application form before continuing with your online application.

- [Download application form](#)
- [Online application](#)

Notify us that you are determining the point of connection. Please refer to our **POC Self Identification and Self Design Approval Guidance Note** before continuing with your application. It explains when you can determine your POC and also when you can approve your own on site design, if applicable. **This guidance note can be found on our secure website once you have logged in.**

- [Access our specifications and network information](#)
- [Online notification for self-identified POC](#)

Useful links

- [North and South Operational staff contact map](#)
- [Connections home](#)
- [Connections help](#)
- [For developers](#)
- [You have a choice](#)
- [Power cuts](#)
- [Library](#)
- [MPAN](#)

13. Screenshot No. 13: SSEPD website – ‘Competition in Connections – For ICPs and IDNOs’ page – Accessing ‘ICP and IDNO Process Chart’

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Competition in connections - for ICPs and IDNOs

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If you would like to find out more about gaining the necessary accreditation to compete for new connections work, please visit the [Lloyds Register Website](#). Our simple **diagram** illustrates the high level process for opening up the connections market.

- [Visit the Lloyds Register website](#)
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- [Connections useful documents](#)
- [Entering the electricity connections market](#)

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➤ [Online documentation](#)

Information and data specifically for registered alternative providers - Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs).

14. Screenshot No. 14: SSEPD website – ‘Competition in Connections – For ICPs and IDNOs’ – ‘ICP and IDNO Process Chart’ page

<https://www.ssepd.co.uk/ICPAndIDNOProcessChart/>

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```
graph TD; A[Apply for a new connection] --> B[Identify the Point of Connection (POC)]; B --> C[Design the new connection]; C --> D[Build the new connection]; D --> E[Make the final connection]; E --> F[Energise]; A --- A1[Improved upfront information]; B --- B1[POC Self Identification]; C --- C1[Self design approval]; D --- D1[Reduced inspections]; E --- E1[Carry out your own final connection];
```

15. Screenshot No. 15: SSEPD website – ‘Competition in Connections – For ICPs and IDNOs’ page – Accessing ‘Entering the Electricity Connections Market’

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- [Visit the Lloyds Register website](#)
- [Land Rights Requirements and Documentation](#)
- [Connections useful documents](#)
- [Entering the electricity connections market](#)

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Access to specifications, network information and GIS

[Online documentation](#)

Information and data specifically for registered alternative providers - Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs).

16. Screenshot No. 16: SSEPD website – ‘Competition in Connections – For ICPs and IDNOs’ – ‘Entering the Electricity Connections Market’ page

<https://www.ssepd.co.uk/enteringthemarket/>

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Entering the electricity connections market

Contestable electricity connection works may be provided by Independent Connections Providers (ICPs) instead of incumbent Distribution Network Operators (DNOs).

In order to enter the market to compete for contestable connection works, an ICP must gain accreditation under the National Electricity Registration Scheme (NERS), which is operated by Lloyd's Register. This scheme ensures that accredited ICPs have appropriate management systems in place and the required levels of competence to undertake contestable works that will be adopted by DNOs. SSEPD recognises the NERS and will work with any ICP that is registered on the scheme, to facilitate their delivery of contestable connections works. We will adopt assets installed by ICPs with the appropriate accreditations, subject to satisfactory workmanship and the terms of our Adoption Agreements.

An ICP can seek accreditation under the categories of project management, design and/or construction, for some or all of the following scopes of work:

- Underground cables, at any voltage from LV to 132kV
- Overhead lines, at any voltage from LV to 132kV
- Substations, at any voltage from LV to 132kV
- All associated civil works

For example if an ICP wishes to compete to deliver electricity connections for new large housing developments, using their own workforce, they may seek NERS accreditation under the following categories:

- Design of LV cable networks to domestic properties
- Design of HV cable networks up to 11kV
- Design of substation layouts up to 11kV
- Excavation and backfilling up to tile tape level
- Cable laying up to 11kV
- Cable jointing at LV (live and/or dead)
- Cable jointing at 11kV
- Substation installation up to 11kV

Gaining accreditation is a two stage process. With assistance from a Lloyd's Register, an initial gap analysis will help the ICP identify any deficiencies to be addressed. The Assessor will check that the ICP has the appropriate management systems, method statements and competencies in place, and if satisfactory, will award partial accreditation for the categories and scopes of works being sought. A well prepared ICP can gain partial accreditation within a period of around six weeks.

With partial accreditation, an ICP can apply to DNOs for non-contestable point of connection (POC) quotations and compete for contestable connections works. Upon winning work, the second stage assessment to gain full accreditation is begun, with site visits undertaken by the Assessor to check that work is being undertaken in accordance with the systems and methods assessed en route to partial accreditation. Full accreditation is awarded for the scope of works that is satisfactorily demonstrated on site.

Depending on the ICP's level of readiness, the time taken from initial application to full accreditation can take up to three months.

Useful links

- [Connections help](#)
- [Generations connections](#)
- [For developers](#)
- [Single new connections](#)
- [Connections useful documents](#)

17. Screenshot No. 17: SSEPD website – ‘Competition in Connections – For ICPs and IDNOs’ page – Accessing ‘Land Rights Requirements and Documentation’

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Competition in connections - for ICPs and IDNOs

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If you would like to find out more about gaining the necessary accreditation to compete for new connections work, please visit the [Lloyds Register Website](#). Our simple [diagram](#) illustrates the high level process for opening up the connections market.

- [Visit the Lloyds Register website](#)
- [Land Rights Requirements and Documentation](#)
- [Connections useful documents](#)
- [Entering the electricity connections market](#)

NEW
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➤ [Online documentation](#)

Information and data specifically for registered alternative providers - Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs).

18. Screenshot No. 18: SSEPD website – ‘Competition in Connections – For ICPs and IDNOs’ – ‘Land Rights Requirements and Documentation’ page

<https://www.ssepd.co.uk/landrights/>

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Land Rights Requirements and Documentation



This area contains information on the land rights required by SEPD and SHEPD, and the process for acquiring those, for developers to understand our process and to be used where ICPs or IDNOs are involved in the acquiring of rights for the installation of distribution assets.

The land rights required will be set out in the document ‘Land rights requirements relating to assets to be installed or adopted by SEPD or SHEPD’, which should be read along with other information on processes and land rights which are available on this website.

The deed styles bank is separated into documents for SEPD (England) and SHEPD (Scotland) and is accessed from the links below. The deeds in the styles bank set out the standard terms required by SEPD and SHEPD. The appropriate style should be selected based on guidance given by SEPD and SHEPD, including in the ‘Land rights requirements relating to assets to be installed or adopted by SEPD or SHEPD’ document when available. All of the documents (with the exception of wayleaves) will be prepared by legal advisors acting for SEPD and SHEPD. Wayleaves should be prepared in conjunction with (and approved by) the SEPD or SHEPD wayleave officer.

[Land rights requirements relating to assets to be installed or adopted by SEPD or SHEPD](#)

[SEPD \(England\)](#) [SHEPD \(Scotland\)](#)

Wayleaves guide for new connections

This guide will explain the procedure of acquiring Land Rights.

- [SEPD Wayleave guide](#)
- [SHEPD Wayleave guide](#)

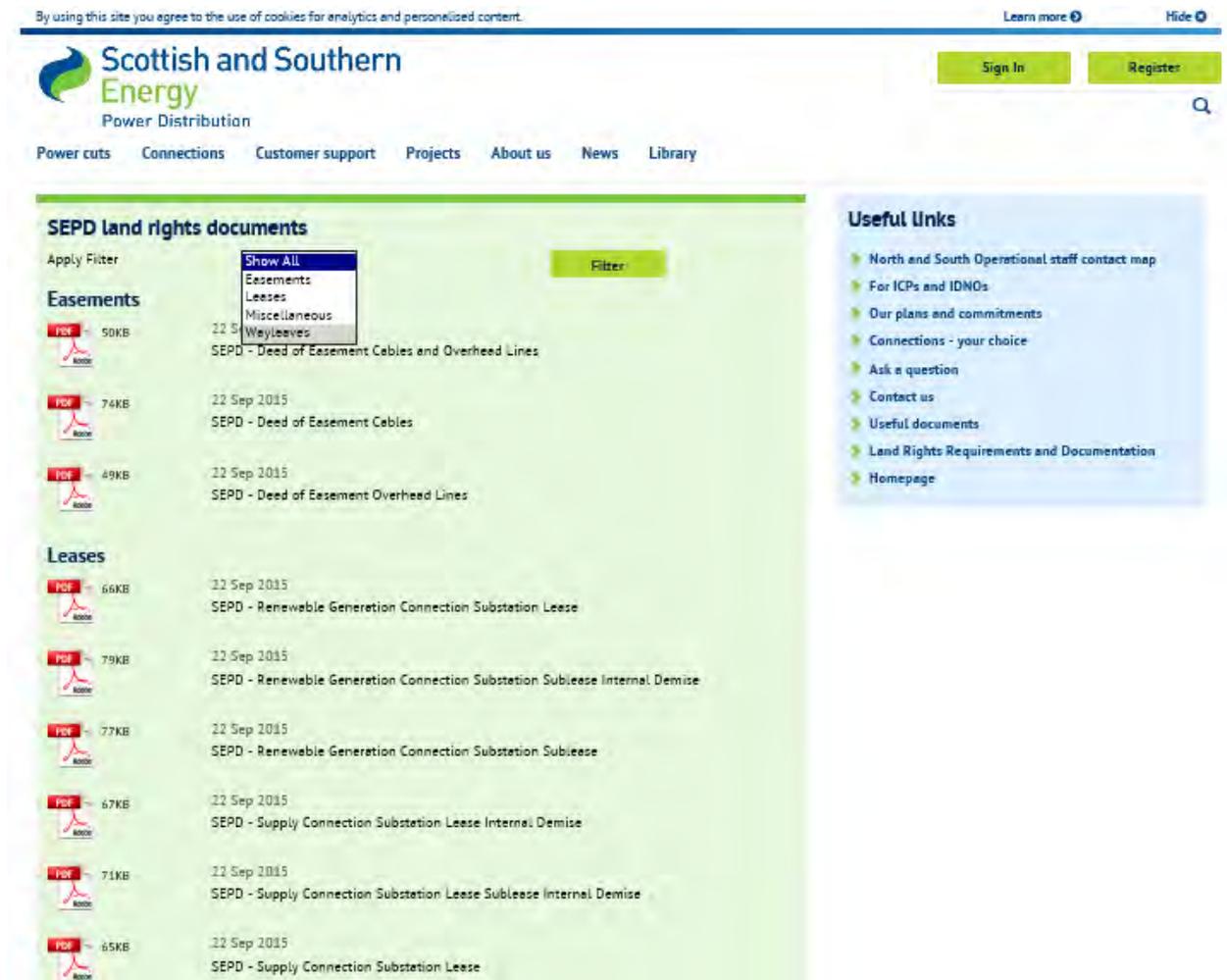
Useful Links

- [Our homepage](#)
- [Contact us](#)
- [Connections home](#)
- [Competition in connections](#)
- [Customer support](#)

19. Screenshot No. 19: SSEPD website – ‘Competition in Connections – For ICPs and IDNOs’ – ‘Land Rights Requirements and Documentation’ – ‘SEPD Land Rights Documents’ page

<https://www.ssepd.co.uk/LandRights/Library/SEPD/>

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SEPD land rights documents

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Easements

-  50KB 22 Sep 2015
SEPD - Deed of Easement Cables and Overhead Lines
-  74KB 22 Sep 2015
SEPD - Deed of Easement Cables
-  49KB 22 Sep 2015
SEPD - Deed of Easement Overhead Lines

Leases

-  66KB 22 Sep 2015
SEPD - Renewable Generation Connection Substation Lease
-  79KB 22 Sep 2015
SEPD - Renewable Generation Connection Substation Sublease Internal Demise
-  77KB 22 Sep 2015
SEPD - Renewable Generation Connection Substation Sublease
-  67KB 22 Sep 2015
SEPD - Supply Connection Substation Lease Internal Demise
-  71KB 22 Sep 2015
SEPD - Supply Connection Substation Lease Sublease Internal Demise
-  65KB 22 Sep 2015
SEPD - Supply Connection Substation Lease

Useful Links

- North and South Operational staff contact map
- For ICPs and IDNOs
- Our plans and commitments
- Connections - your choice
- Ask a question
- Contact us
- Useful documents
- Land Rights Requirements and Documentation
- Homepage

20. Screenshot No. 20: SSEPD website – ‘Competition in Connections – For ICPs and IDNOs’ – ‘Land Rights Requirements and Documentation’ – ‘SHEPD Land Rights Documents’ page

<https://www.ssepd.co.uk/LandRights/Library/SHEPD/>

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SHEPD land rights documents

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Dispositions

- PDF 58KB 15 Dispositions SHEPD - Renewable Generation Substation Lease (Internal)

Leases

- PDF 123KB 22 Feb 2016 SHEPD - Renewable Generation Substation Lease (Internal)
- PDF 321KB 22 Feb 2016 SHEPD - Renewable Generation Substation Lease
- PDF 198KB 22 Feb 2016 SHEPD - Renewable Generation Substation Sub-Lease (Internal)
- PDF 168KB 22 Feb 2016 SHEPD - Renewable Generation Substation Sub-Lease
- PDF 167KB 22 Feb 2016 SHEPD - Supply Connection Substation Lease (Internal)
- PDF 173KB 22 Feb 2016 SHEPD - Supply Connection Substation Lease
- PDF 172KB 22 Feb 2016 SHEPD - Supply Connection Substation Sub-Lease (Internal)
- PDF 184KB 22 Feb 2016 SHEPD - Supply Connection Substation Sub-Lease

Useful Links

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- Our plans and commitments
- Connections - your choice
- Ask a question
- Contact us
- Useful documents
- Land Rights Requirements and Documentation
- Homepage

21. Screenshot No. 21: SSEPD website – ‘Competition in Connections – For ICPs and IDNOs’ page – Accessing ‘Network Adoption Process’

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Competition in connections - for ICPs and IDNOs

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- [Visit the Lloyds Register website](#)
- [Connections useful documents](#)
- [Land Rights Requirements and Documentation](#)
- [Entering the electricity connections market](#)

Our network adoption process

View our flow chart illustrating the adoption process for contestable works.

[View our process](#)

Access to specifications, network information and GIS

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[Online documentation](#)

Information and data specifically for registered alternative providers - Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs).

ICP application

NEW

22. Screenshot No. 22: SSEPD website – ‘Competition in Connections – For ICPs and IDNOs’ page – Accessing ‘Alternative Providers Register’

Our network adoption process

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[View our process](#)

Alternative providers register

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[Download application form](#)

[Online application](#)

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23. Screenshot No. 23: SSEPD website – ‘Competition in Connections – For ICPs and IDNOs’ – ‘Alternative Providers Register’ page

<https://www.ssepd.co.uk/AlternativeProviderRegistration/>

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If you would like your company to be added to our list of alternative providers for new connections work that is active in our area, then please complete and submit this form. We will contact you before we add you to our site.

Your Company Details

Company type

* Company name

Contact name

* Address line 1

Address line 2

Address line 3

Address line 4

Address line 5

* Phone number

* Email address

Website

The Areas you work in:

Scotland

- Argyll & West Highlands
- Highlands
- North East
- Orkney
- Shetland
- Tayside & Central
- Western Isles



England

- Aldershot
- New Forest
- Oxford
- Poole
- Portsmouth
- Reading
- Slough / West London
- Swindon



The Activities you wish to engage in:

- Extra High Voltage (Cable)
- Extra High Voltage (Overhead)
- High Voltage (Cable)
- High Voltage (Overhead)
- Low Voltage
- Unmetered
- Electrical Design Works

[Register](#)

24. Screenshot No. 24: SSEPD website – ‘Competition in Connections – For ICPs and IDNOs’ page – Accessing ‘Secure Documents’

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- [Land Rights Requirements and Documentation](#)
- [Connections useful documents](#)
- [Entering the electricity connections market](#)

Our network adoption process

View our flow chart illustrating the adoption process for contestable works.

[View our process](#)

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[Online documentation](#)

Information and data specifically for registered alternative providers - Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs).

NEW

ICP application

25. Screenshot No. 25: SSEPD website – ‘Secure Documents’ – ‘Account Login’ page

<https://www.ssepd.co.uk/Forms/SignIn/?ReturnUrl=CompetitionInConnectionsSecureDocuments>

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Please log into your account

*Email Address

*Password

[Sign in](#)

[Forgotten your details?](#)

Need some help?

Write to us at:

Connections and Engineering
Walton Park
Walton Road
Cosham
PO6 1UJ

Email us at: connections@sse.com

Call us on:

England 0800 048 3516
Scotland 0800 048 3515

Download the **You Have a Choice** factsheet

26. Screenshot No. 26: SSEPD website – ‘Secure Documents’ – ‘Terms and Conditions’ page

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Competition in Connections Code of Practice Network Information for Alternative Providers to Determine the Point of Connection (PoC)

Network Information for Alternative Providers to Determine the Point of Connection (PoC)

Welcome to Scottish and Southern Energy Power Distribution's (SSEPD's) website providing network information and data specifically for use by registered Alternative Providers (Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs)) to enable design analysis to determine a suitable Point of Connection (PoC) to our electricity distribution network. This website provides access to network diagrams (in both schematic and geographic format), detailed technical design and specification documents and network rating and loading information.

SSEPD has two distribution licence holders:

1. Scottish Hydro Electric Power Distribution (SHEPD); and
2. Southern Electric Power Distribution (SEPD).

Information relating to both of these licence holders is accessible from this website, whereby links are provided for each element of information accompanied with user guides to assist site navigation and system use. This includes access to our geographic network information, which is held on a separate login and password protected area. Should you require any further assistance, please contact us directly at nc.connections@sse.com

Use of Information:

By downloading any documentation from this website and in consideration of being provided access to the documentation you are confirming that you are aware that SEPD or SHEPD is the owner of the documentation and that you will not (i) share with or sell the documentation to any third party, (ii) use the information and documentation for any purpose other than determining a suitable Point of Connection, or (iii) in any other way make the information or documentation available to a person not employed by your business without the prior agreement of SEPD or SHEPD. Furthermore, access to this area is restricted for registered Alternative Providers who have been approved for access by SSEPD. Usernames and passwords are unique to individuals and must not be shared with any other individual or third party to ensure security.

You will indemnify SSEPD, SEPD and SHEPD against all costs, claims, damages, losses and expenses arising as a result of any failure by you to comply with these requirements. Failure to comply may also result in withdrawal of access privileges.

Legal Disclaimer:

We have developed this website to enable you to determine the Point of Connection on the SSEPD networks. All planning and design assumptions made by Alternative Providers during analysis using the information and data provided are made at the sole responsibility of the Alternative Provider. This website is continually updated with new and revised documents and information. SSEPD have endeavoured to ensure the accuracy of the information and data contained within these documents contained within this website. We do not accept liability for any error within the data or misinterpretation by you.

Nothing in this disclaimer limits or excludes our liability for (a) death or personal injury caused by our negligence; (b) fraud or fraudulent misrepresentation; or (c) any other liability that cannot be limited or excluded by applicable law. Subject to the above, we shall not be liable to you or any third party who relies on your use of the information and/or data for the purpose of determining a Point of Connection in delict or tort (including negligence) or otherwise, for any loss howsoever arising under or in connection with your use of the information and/or data provided for: (a) loss of profits; (b) loss of sales or business; (c) loss of agreements or contracts; (d) loss of anticipated savings; (e) loss of or damage to goodwill; or (f) any indirect or consequential loss.

Severance:

If any of these provisions should be determined unlawful, invalid or otherwise unenforceable by reason of law then, to the extent and within the jurisdiction which that provision is found to be unlawful, invalid or unenforceable, then that provision shall be deleted and shall not affect the validity and enforceability of the remaining provisions which shall continue to be binding and in force.

Governing Law and Jurisdiction:

These terms and conditions and any dispute arising herein shall be governed by and construed in accordance with the laws of either England or Wales or Scotland depending on the country from which access is made, and subject to the exclusive jurisdiction of the English or Scottish Courts, whichever is applicable.

I accept the Terms and Conditions [Accept and Continue >](#)

‘Terms and Conditions’ box must be ticked off, then ‘Accept and Continue’ button must be clicked on, to access our secure online documentation.

27. Screenshot No. 27: SSEPD website – ‘Secure Documents’ – ‘Alternative Provider Network Information’ page

https://www.ssepd.co.uk/Sse_Components/Views/Layouts/PageBuilder/CompetitionInConnections/MultiRow_GridNoBase.aspx?pageid=6158

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Alternative Provider Network Information

Welcome to Scottish and Southern Energy Power Distribution's (SSEPD's) website providing network information and data specifically for use by registered Alternative Providers - Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs) - to enable design analysis to determine a suitable Point of Connection (POC) to our electricity distribution network.

Useful links

- [For ICPs and IDNOs](#)
- [Connections FAQs](#)
- [Guaranteed Standards](#)
- [Our Plans and Commitments](#)

G81 Design, Specification and Operational Documents

Network Geographical Information System (GIS)

HV Network Schematics

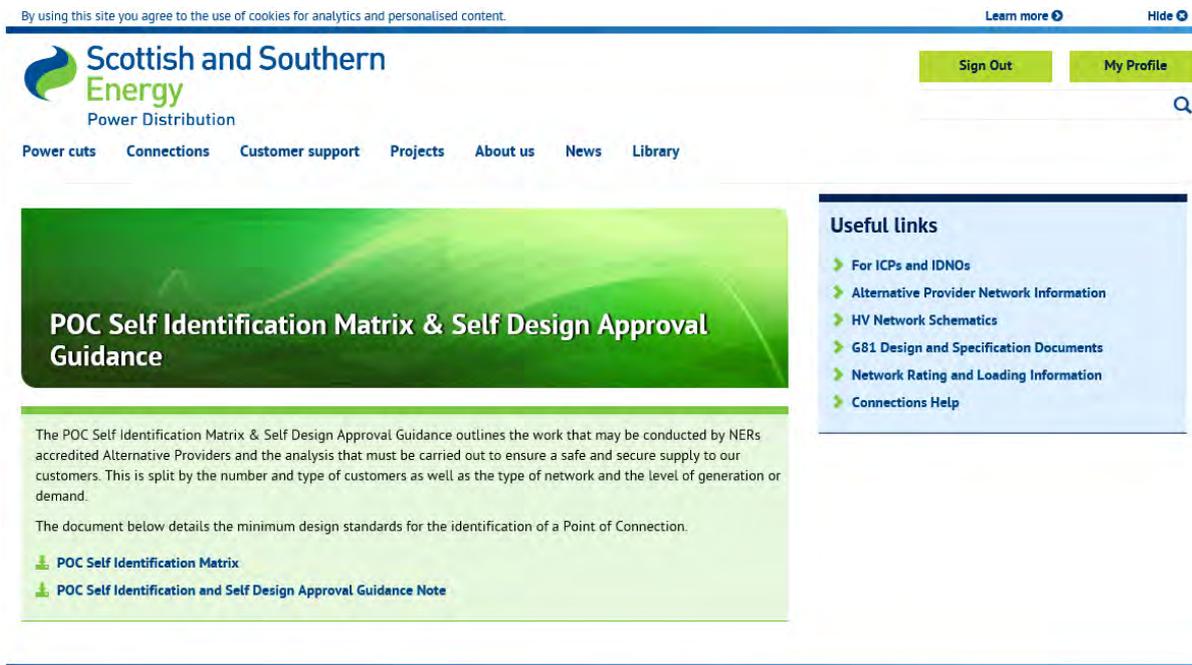
POC Self Identification Matrix & Self Design Approval Guidance

Network Rating and Loading Information

28. Screenshot No. 28: SSEPD website – ‘Secure Documents’ – ‘POC Guidance Matrix’ page

<https://www.ssepd.co.uk/CompetitionInConnections/POCGuidanceMatrix/>

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POC Self Identification Matrix & Self Design Approval Guidance

The POC Self Identification Matrix & Self Design Approval Guidance outlines the work that may be conducted by NERs accredited Alternative Providers and the analysis that must be carried out to ensure a safe and secure supply to our customers. This is split by the number and type of customers as well as the type of network and the level of generation or demand.

The document below details the minimum design standards for the identification of a Point of Connection.

- [POC Self Identification Matrix](#)
- [POC Self Identification and Self Design Approval Guidance Note](#)

Useful links

- [For ICPs and IDNOs](#)
- [Alternative Provider Network Information](#)
- [HV Network Schematics](#)
- [G81 Design and Specification Documents](#)
- [Network Rating and Loading Information](#)
- [Connections Help](#)

29. Screenshot No. 29: SSEPD website – ‘Secure Documents’ – ‘Design and Specification Documents’ page

<https://www.ssepd.co.uk/CompetitionInConnections/DesignAndSpecificationDocuments/>

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G81 Design, Specification and Operational Documents

SSEPD have prepared a number of detailed design, technical specification and operational documents for the planning and design of connections to the network.

There are a number of categories which contain associated documents and these are in turn filterable to allow ease of use.

Useful links

- [Back to secure documents homepage](#)
- [For ICPs and IDNOs](#)
- [Alternative Provider Network Information](#)
- [Network Geographical Information System \(GIS\)](#)
- [HV Network Schematics](#)
- [G81 Design, Specification and Operational Documents](#)

All G81 Design, Specification and Operational Documents	Street Lighting	Low Voltage
Distribution Substations	6.6kV and 11kV	22kV and 33kV
Operational Documents	Distributed Generation	Transmission

30. Screenshot No. 30: SSEPD website – ‘Secure Documents’ – ‘All G81 Documents’ page

<https://www.ssepd.co.uk/CompetitionInConnections/G81Documents/>

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G81 Design, Specification and Operational Documents

This page provides all G81 documents. It also allows these G81 documents to be filtered by Section (such as 'Cables' and 'Overhead Lines') to allow ease of use. Please use the filter drop down list below to select the desired Section.

Useful links

- Back to secure documents homepage
- For ICPs and IDNOs
- Alternative Provider Network Information
- Network Geographical Information System (GIS)
- HV Network Schematics
- G81 Design, Specification and Operational Documents

All Documents

Apply Filter Filter

Show All
Cables
Distributed Generation
Drawings
Earthing
Joints
Miscellaneous
Operational
Planning and Design Guide
Records
Substation
Testing and Commissioning

TG-P Ratings of Underground Cables

FO-P Network Release, Parts 1-5

PR-P Testing and Commissioning of Low Voltage Service Using 3 Core Bunched Wavecon Cables

TG-PS-130 Technical Guide for Short Circuit Ratings of Underground Cables (6_6kV to 33kV)

TG-PS-692 Cable Installation Depths, Bending Radius and Pulling Tensions

TG-PS-881 The provision and installation of electricity service, intake and distributor cables

TG-PS-882 Technical Guidance for Joints and terminations for 3rd party connections to SSEPD Low Voltage Cable Networks providing supplies up to and including 100A

TG-PS-124 Electrical Constants for Underground Electricity Cables

31. Screenshot No. 31: SSEPD website – ‘Secure Documents’ – ‘Street Lighting Documents’ page

<https://www.ssepd.co.uk/CompetitionInConnections/StreetLighting/>

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Street Lighting

This section contains the relevant documents for designing street lighting:

Useful links

- [Back to secure documents homepage](#)
- [For ICPs and IDNOs](#)
- [Alternative Provider Network Information](#)
- [Network Geographical Information System \(GIS\)](#)
- [HV Network Schematics](#)
- [G81 Design, Specification and Operational Documents](#)
- [Connections Help](#)
- [Contact us](#)

Street lighting documents

Apply Filter Filter

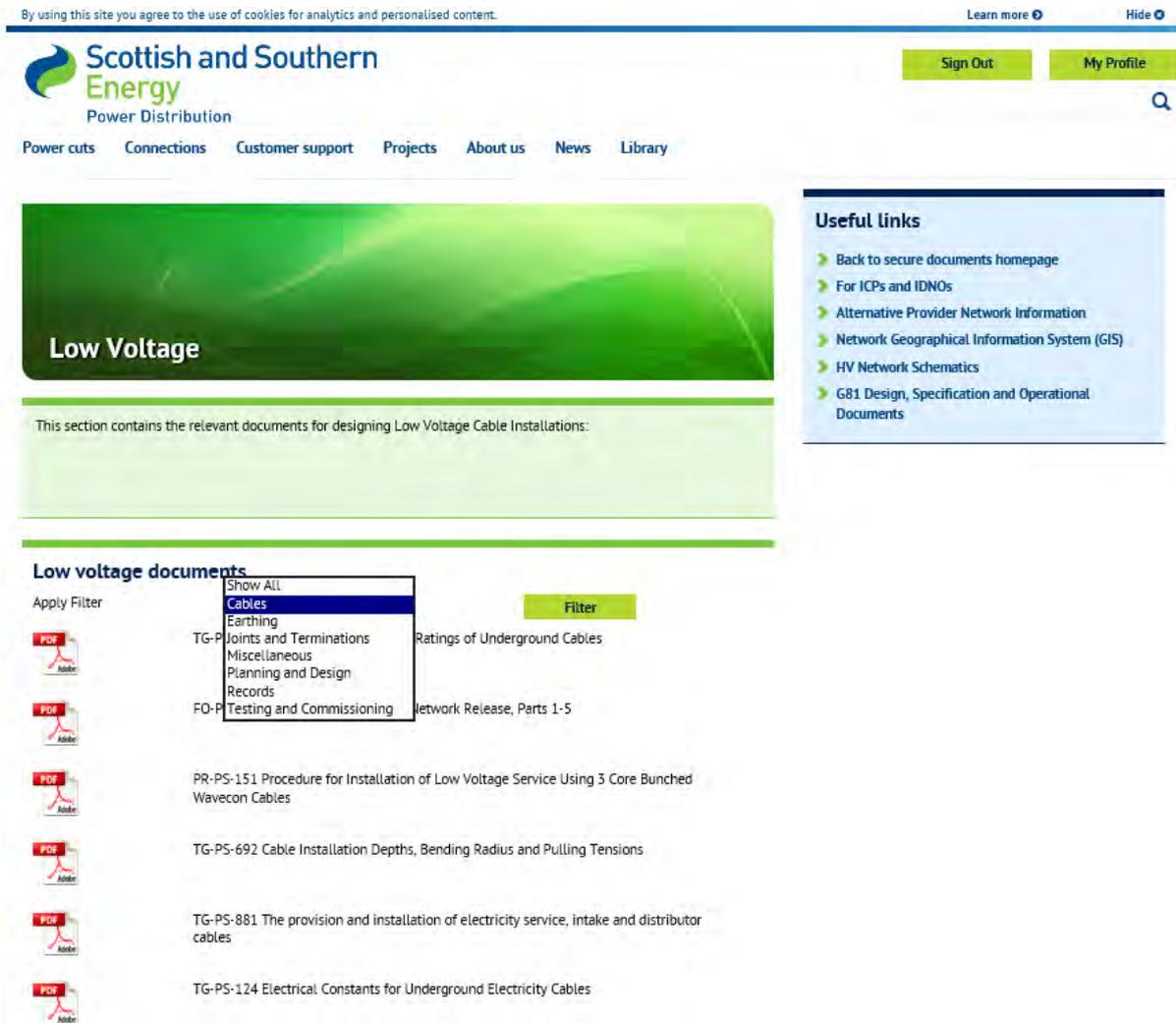
Document ID	Document Title
TG-P	Ratings of Underground Cables
FO-P	Network Release, Parts 1-5
TG-PS-692	Cable Installation Depths, Bending Radius and Pulling Tensions
TG-PS-881	The provision and installation of electricity service, intake and distributor cables
TG-PS-882	Technical Guidance for Joints and terminations for 3rd party connections to SSEPD Low Voltage Cable Networks providing supplies up to and including 100A
TG-PS-124	Electrical Constants for Underground Electricity Cables

A dropdown menu is open over the 'Cables' category, listing: Show All, Cables, Earthing, Joints, Miscellaneous, Planning and Design, Records, and Testing and Commissioning.

32. Screenshot No. 32: SSEPD website – ‘Secure Documents’ – ‘Low Voltage Documents’ page

<https://www.ssepd.co.uk/CompetitionInConnections/LowVoltage/>

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Low Voltage

This section contains the relevant documents for designing Low Voltage Cable Installations:

Useful links

- Back to secure documents homepage
- For ICPs and IDNOs
- Alternative Provider Network Information
- Network Geographical Information System (GIS)
- HV Network Schematics
- G81 Design, Specification and Operational Documents

Low voltage documents

Apply Filter Show All Filter

Document ID	Document Title
TG-P	Joint and Terminations Ratings of Underground Cables
FO-P	Testing and Commissioning Network Release, Parts 1-5
PR-PS-151	Procedure for Installation of Low Voltage Service Using 3 Core Bunched Wavecon Cables
TG-PS-692	Cable Installation Depths, Bending Radius and Pulling Tensions
TG-PS-881	The provision and installation of electricity service, intake and distributor cables
TG-PS-124	Electrical Constants for Underground Electricity Cables

33. Screenshot No. 33: SSEPD website – ‘Secure Documents’ – ‘Distribution Substations Documents’ page

<https://www.ssepd.co.uk/CompetitionInConnections/DistributionSubstation/>

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Distribution Substations

This section contains the relevant documents for designing 11kV to Low Voltage Distribution Substations:

Distribution substations documents

Apply Filter Show All Filter

- Cables**
- Earthing
- Joints and Terminations
- Miscellaneous
- Planning and Design
- Records
- Substation
- Testing and Commissioning

PDF TG-P Ratings of Underground Cables

PDF TG-P Substation Circuit Ratings of Underground Cables (6.6kV to 33kV)

PDF TG-PS-692 Cable Installation Depths, Bending Radius and Pulling Tensions

PDF TG-PS-881 The provision and installation of electricity service, intake and distributor cables

PDF TG-PS-124 Electrical Constants for Underground Electricity Cables

Useful links

- Back to secure documents homepage
- For ICPs and IDNOs
- Alternative Provider Network Information
- Network Geographical Information System (GIS)
- HV Network Schematics
- G81 Design, Specification and Operational Documents

34. Screenshot No. 34: SSEPD website – ‘Secure Documents’ – ‘6kV and 11kV Documents’ page

<https://www.ssepd.co.uk/CompetitionInConnections/6kVand11kV/>

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6.6kV and 11kV

This section contains the relevant documents for designing 6.6 and 11kV Cable Installations:

Useful links

- [Back to secure documents homepage](#)
- [For ICPs and IDNOs](#)
- [Alternative Provider Network Information](#)
- [Network Geographical Information System \(GIS\)](#)
- [HV Network Schematics](#)
- [G81 Design, Specification and Operational Documents](#)

6.6kV and 11kV Documents

Apply Filter [Filter](#)

	TG-P Cables	Ratings of Underground Cables
	TG-P Earthing	
	TG-P Joints and Terminations	
	TG-P Miscellaneous	
	TG-P Planning and Design	
	TG-P Records	
	TG-P Testing and Commissioning	Circuit Ratings of Underground Cables (6.6kV to 33kV)
	TG-PS-124	Electrical Constants for Underground Electricity Cables

35. Screenshot No. 35: SSEPD website – ‘Secure Documents’ – ‘22kV and 33kV Documents’ page

<https://www.ssepd.co.uk/CompetitionInConnection/22kVand33kV/>

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22kV and 33kV

This section contains the relevant documents for designing 22 and 33kV Cable Installations:

22kV and 33kV Documents

Apply Filter Show All Filter

- TG-P Joints and terminations Ratings of Underground Cables
- TG-P Testing and Commissioning Circuit Ratings of Underground Cables (6.6kV to 33kV)
- TG-PS-692 Cable Installation Depths, Bending Radius and Pulling Tensions
- TG-PS-881 The provision and installation of electricity service, intake and distributor cables
- TG-PS-124 Electrical Constants for Underground Electricity Cables

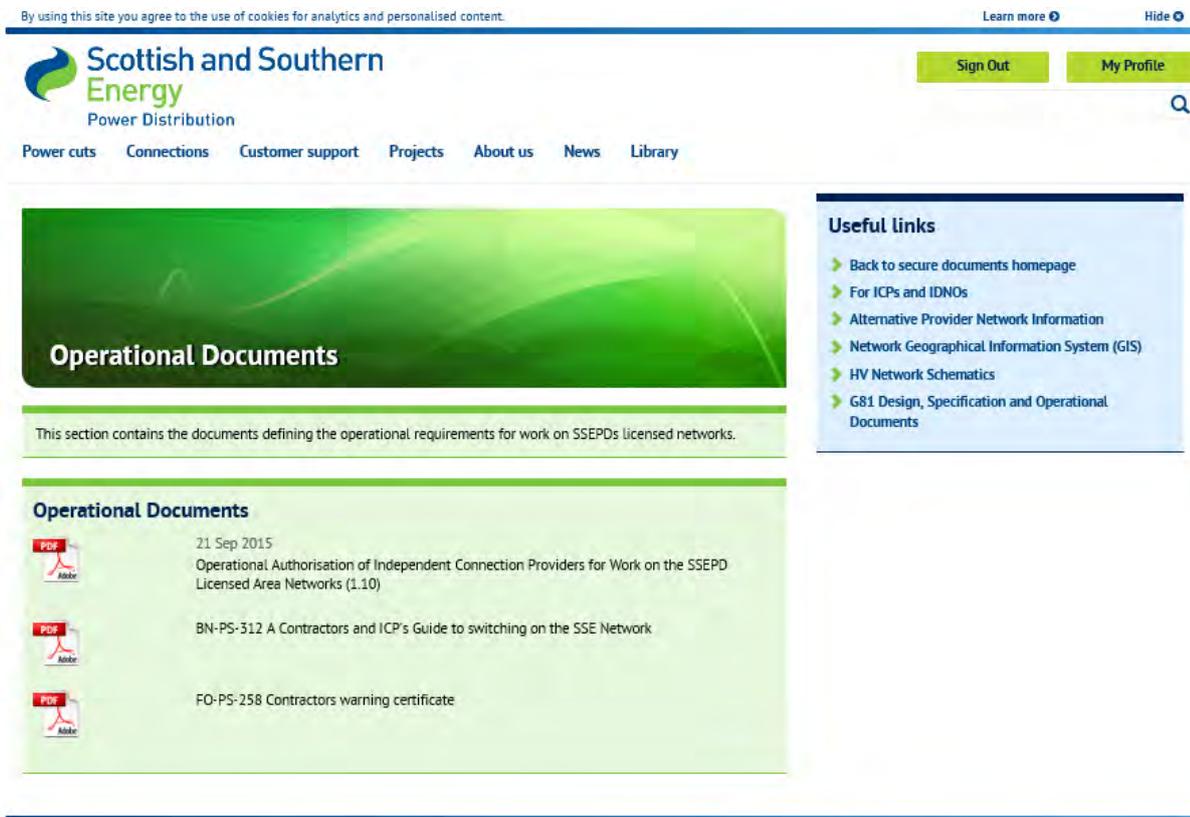
Useful links

- Back to secure documents homepage
- For ICPs and IDNOs
- Alternative Provider Network Information
- Network Geographical Information System (GIS)
- HV Network Schematics
- G81 Design, Specification and Operational Documents

36. Screenshot No. 36: SSEPD website – ‘Secure Documents’ – ‘Operational Documents’ page

<https://www.ssepd.co.uk/CompetitionInConnections/Operational/>

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Operational Documents

This section contains the documents defining the operational requirements for work on SSEPDs licensed networks.

Operational Documents

-  21 Sep 2015
Operational Authorisation of Independent Connection Providers for Work on the SSEPD Licensed Area Networks (1.10)
-  BN-PS-312 A Contractors and ICP's Guide to switching on the SSE Network
-  FO-PS-258 Contractors warning certificate

Useful links

- Back to secure documents homepage
- For ICPs and IDNOs
- Alternative Provider Network Information
- Network Geographical Information System (GIS)
- HV Network Schematics
- G81 Design, Specification and Operational Documents

37. Screenshot No. 37: SSEPD website – ‘Secure Documents’ – ‘Distribution Generation Documents’ page

<https://www.ssepd.co.uk/CompetitionInConnections/DistributedGeneration/>

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Distributed Generation

This section contains the relevant documents for the design and specification of Distributed Generation:

Useful links

- Back to secure documents homepage
- For ICPs and IDNOs
- Alternative Provider Network Information
- Network Geographical Information System (GIS)
- HV Network Schematics
- G81 Design, Specification and Operational Documents

Distributed generation documents

Apply Filter [Filter](#)

Cables

- TG-P Miscellaneous Ratings of Underground Cables
- TG-P Testing and Commissioning Circuit Ratings of Underground Cables (6.6kV to 33kV)
- TG-PS-692 Cable Installation Depths, Bending Radius and Pulling Tensions
- TG-PS-881 The provision and installation of electricity service, intake and distributor cables
- TG-PS-124 Electrical Constants for Underground Electricity Cables

Filter dropdown menu:

- Show All
- Cables**
- Drawings
- Earthing
- Joints and Terminations
- Miscellaneous
- Planning and Design
- Records
- Substation
- Testing and Commissioning

38. Screenshot No. 38: SSEPD website – ‘Secure Documents’ – ‘Transmission Documents’ page

<https://www.ssepd.co.uk/CompetitionInConnections/Transmission/>

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Transmission

This section contains the relevant documents for the design and specification of Transmission:

Transmission documents

Apply Filter

- Cables
- Substation

Document Title	Date
TG-PS-123 Technical Guide for Load Ratings of Underground Cables	
TG-PS-130 Technical Guide for Short Circuit Ratings of Underground Cables (6.6kV to 33kV)	
TG-PS-881 The provision and installation of electricity service, intake and distributor cables	
TG-PS-124 Electrical Constants for Underground Electricity Cables	
SP-NET-ENG-500 - Connections Specifications Document	06 Jul 2016

Useful links

- [Back to secure documents homepage](#)
- [For ICPs and IDNOs](#)
- [Alternative Provider Network Information](#)
- [Network Geographical Information System \(GIS\)](#)
- [HV Network Schematics](#)
- [G81 Design, Specification and Operational Documents](#)
- [Connections Help](#)
- [Contact us](#)

39. Screenshot No. 39: SSEPD website – ‘Secure Documents’ – ‘Network GIS’ page

<https://www.ssepd.co.uk/CompetitionInConnections/GIS/>

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Network Geographical Information System (GIS)

SSEPD maintain a Network Geographical Information System (GIS) which represents the assets on the network in a geographical form. On this system symbols are used to illustrate different types of Assets, to be clear what the symbols mean please view a helpful legend [here](#).

The GIS tools will allow the identification of POCs to be identified using the network information.

Both Network regions are available using the buttons below for Alternative Providers and a GIS user guide is provided below:

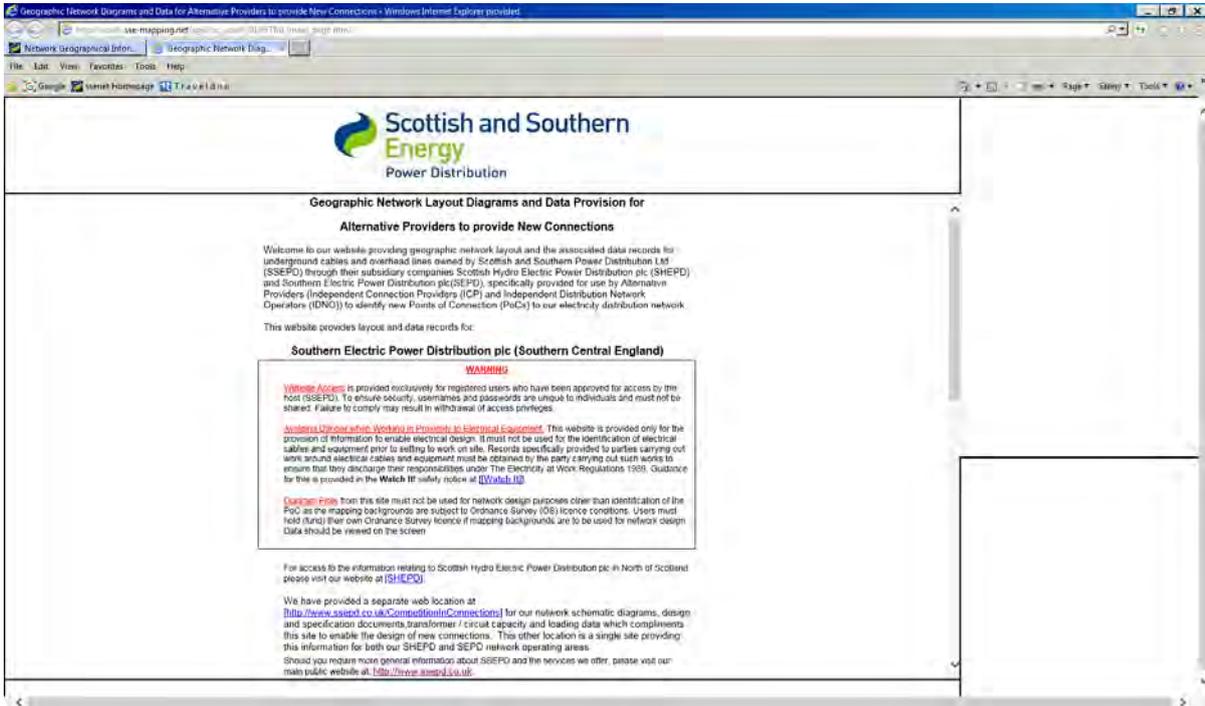
- Southern Electric Power Distribution Network GIS
- Scottish Hydro Electric Power Distribution Network GIS

Useful links

- [Back to secure documents homepage](#)
- [For ICPs and IDNOs](#)
- [Alternative Provider Network Information](#)
- [Network Geographical Information System \(GIS\)](#)
- [HV Network Schematics](#)
- [G81 Design, Specification and Operational Documents](#)

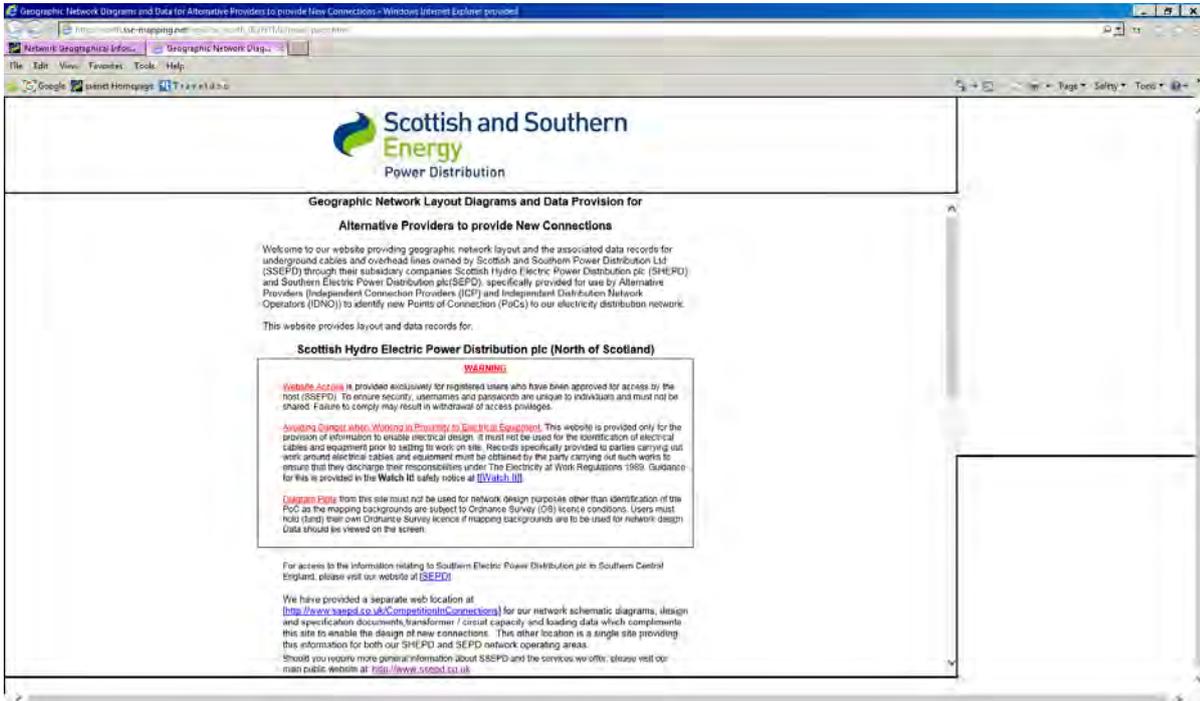
40. Screenshot No. 40: SSEPD website – ‘Secure Documents’ – ‘Network GIS’ – ‘SEPD’ page

http://south.sse-mapping.net/sgis/cic_south_01/HTML/main_page.html



41. Screenshot No. 41: SSEPD website – ‘Secure Documents’ – ‘Network GIS’ – ‘SHEPD’ page

http://north.sse-mapping.net/ngis/cic_north_01/HTML/main_page.html



42. Screenshot No. 42: SSEPD website – ‘Secure Documents’ – ‘HV Network Schematics’ page

<https://www.ssepd.co.uk/CompetitionInConnections/HVNetworkSchematics/>

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HV Network Schematics

The two links below allow access to the HV Network Schematics for the SEPD and SHEPD regions. These documents when used with the Network Rating and Loading Data sheets will allow the assessment of POCs.

[Southern Electric Power Distribution Network Schematics](#) [Scottish Hydro Electric Power Distribution Network Schematics](#)

Useful links

- [Back to secure documents homepage](#)
- [For ICPs and IDNOs](#)
- [Alternative Provider Network Information](#)
- [Network Geographical Information System \(GIS\)](#)
- [HV Network Schematics](#)
- [G81 Design, Specification and Operational Documents](#)

43. Screenshot No. 43: SSEPD website – ‘Secure Documents’ – ‘HV Network Schematics’ – ‘SEPD’ page

<https://www.ssepd.co.uk/CompetitionInConnections/SEPDHVNetworkSchematics/>

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Southern Electric Power Distribution HV Network Schematics

The documents below are the Southern Electric Power Distribution HV Network Schematic and symbol index. These should be used in conjunction with the Network Rating and Loading Data sheets for use in assessing POCs:

Schematics Documents

	SEPD - HV Schematic diagram
	SEPD Symbol Index 1
	SEPD Symbol Index 2

Useful links

- [Back to secure documents homepage](#)
- [For ICPs and IDNOs](#)
- [Alternative Provider Network Information](#)
- [Network Geographical Information System \(GIS\)](#)
- [HV Network Schematics](#)
- [G81 Design, Specification and Operational Documents](#)

44. Screenshot No. 44: SSEPD website – ‘Secure Documents’ – ‘HV Network Schematics’ – ‘SHEPD’ page

<https://www.ssepd.co.uk/CompetitionInConnections/SHEPDHVNetworkSchematics/>

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Scottish Hydro Electric Power Distribution HV network schematics

The documents below are the Scottish Hydro Electric Power Distribution HV Network Schematic and symbol index. These should be used in conjunction with the Network Rating and Loading Data sheets for use in assessing POCs:

Useful links

- Back to secure documents homepage
- For ICPs and IDNOs
- Alternative Provider Network Information
- Network Geographical Information System (GIS)
- HV Network Schematics
- G81 Design, Specification and Operational Documents

Schematics Documents

	15MB	18 Sep 2015	SHEPD HV Schematic Diagrams
			SHEPD Symbol Index

45. Screenshot No. 45: SSEPD website – ‘Secure Documents’ – ‘Network Rating and Loading’ page

<https://www.ssepd.co.uk/CompetitionInConnections/NetworkRatingandLoading/>

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Network rating and loading information

SSEPD have compiled loading and maximum demand data for individual feeders and substations. This data has been prepared for both of SSEPD's network regions and will give you information about the local network to allow the analysis required to ensure a safe and secure supply when self identifying POCs.

This data and the user guidance for each of our network regions are accessed using the appropriate link below.

It is important to note that, in accordance with Clause 4.5.2 of the Energy Networks Association Competition in Connections Code of Practice, SEPD or SHEPD may be unable to divulge data where in the opinion of SEPD or SHEPD, such disclosure would result in the release of confidential information or be in breach of the Data Protection Act 1998 or any other law or licence obligation placed on SEPD or SHEPD. In the event that such disclosure cannot be made, this fact will be confirmed to the party requesting the information

[Southern Electric Power Distribution network](#) [Scottish Hydro Electric Power Distribution network](#)

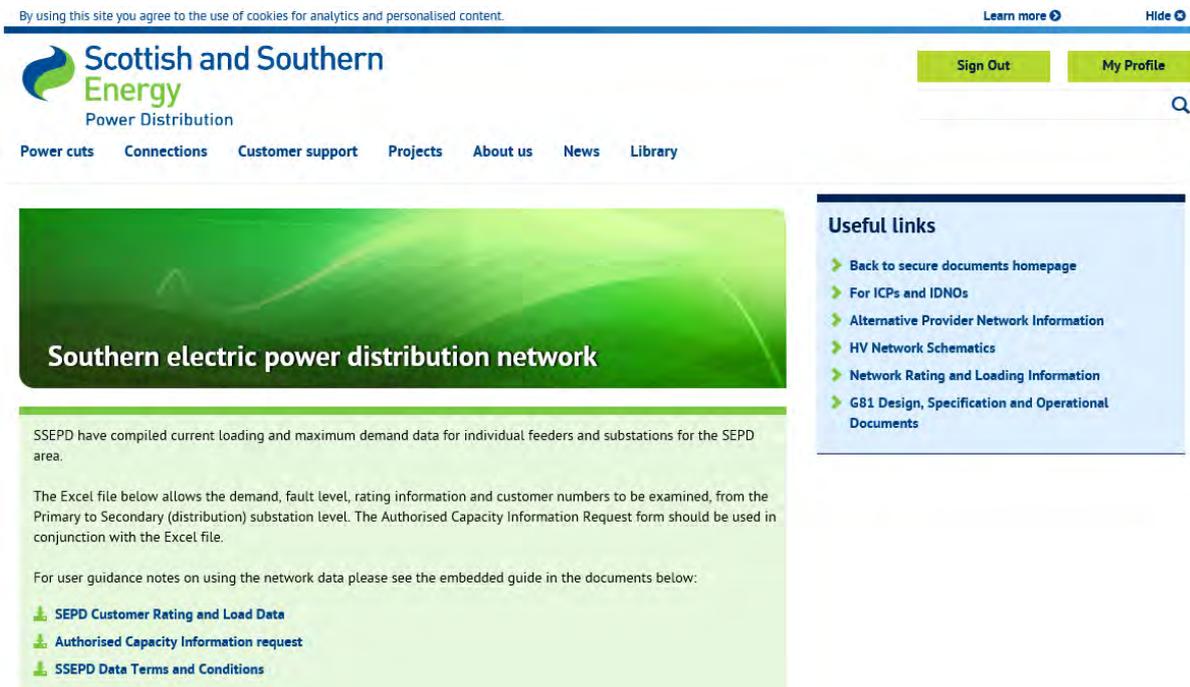
Useful links

- Back to secure documents homepage
- For ICPs and IDNOs
- Alternative Provider Network Information
- HV Network Schematics
- Network Rating and Loading Information
- G81 Design, Specification and Operational Documents

46. Screenshot No. 46: SSEPD website – ‘Secure Documents’ – ‘Network Rating and Loading’ – ‘SEPD’ page

<https://www.ssepd.co.uk/CompetitionInConnections/NetworkRatingAndLoading/SEPD/>

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Southern electric power distribution network

SSEPD have compiled current loading and maximum demand data for individual feeders and substations for the SEPD area.

The Excel file below allows the demand, fault level, rating information and customer numbers to be examined, from the Primary to Secondary (distribution) substation level. The Authorised Capacity Information Request form should be used in conjunction with the Excel file.

For user guidance notes on using the network data please see the embedded guide in the documents below:

- [SEPD Customer Rating and Load Data](#)
- [Authorised Capacity Information request](#)
- [SSEPD Data Terms and Conditions](#)

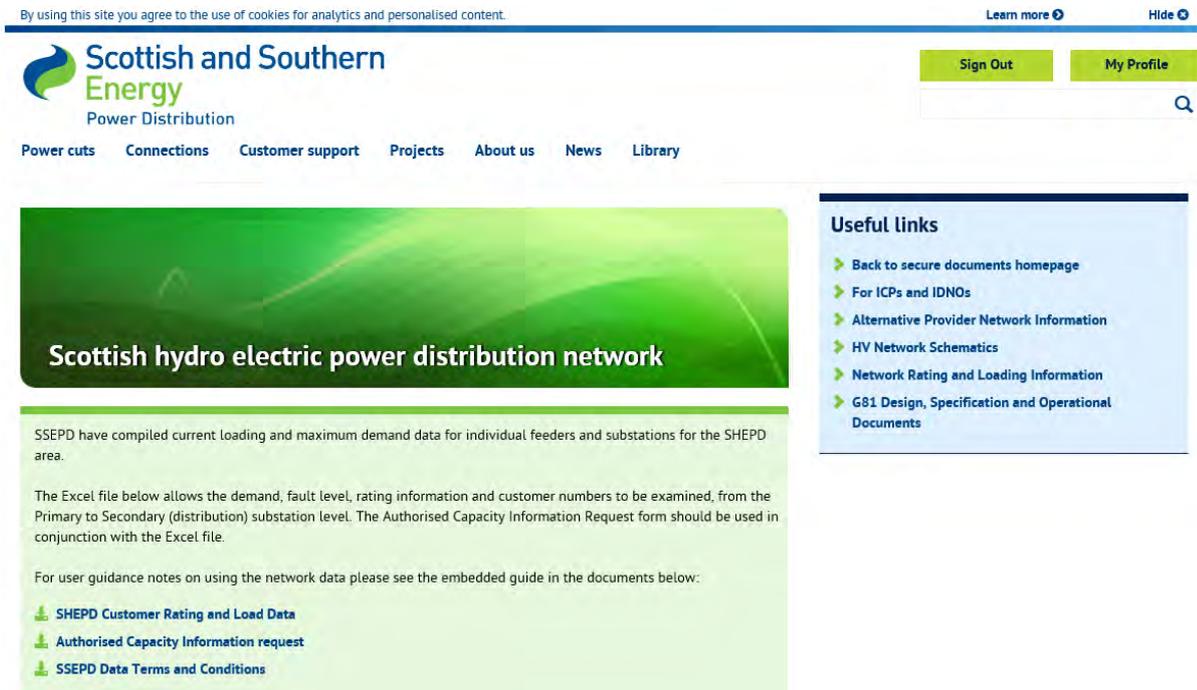
Useful links

- [Back to secure documents homepage](#)
- [For ICPs and IDNOs](#)
- [Alternative Provider Network Information](#)
- [HV Network Schematics](#)
- [Network Rating and Loading Information](#)
- [G81 Design, Specification and Operational Documents](#)

47. Screenshot No. 47: SSEPD website – ‘Secure Documents’ – ‘Network Rating and Loading’ – ‘SHEPD’ page

<https://www.ssepd.co.uk/CompetitionInConnections/NetworkRatingAndLoading/SHEPD/>

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The screenshot shows the SSEPD website interface. At the top, there is a cookie consent banner. Below it is the SSEPD logo and navigation menu. The main content area features a green banner with the text 'Scottish hydro electric power distribution network'. Below this banner, there is a text block explaining that SSEPD has compiled current loading and maximum demand data for individual feeders and substations for the SHEPD area. It mentions that an Excel file is provided for examining demand, fault level, rating information, and customer numbers. A list of links is provided for user guidance, including 'SHEPD Customer Rating and Load Data', 'Authorised Capacity Information request', and 'SSEPD Data Terms and Conditions'. On the right side, there is a 'Useful links' section with a list of links: 'Back to secure documents homepage', 'For ICPs and IDNOs', 'Alternative Provider Network Information', 'HV Network Schematics', 'Network Rating and Loading Information', and 'G81 Design, Specification and Operational Documents'. The top right corner contains 'Sign Out' and 'My Profile' buttons, and a search bar.

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Scottish hydro electric power distribution network

SSEPD have compiled current loading and maximum demand data for individual feeders and substations for the SHEPD area.

The Excel file below allows the demand, fault level, rating information and customer numbers to be examined, from the Primary to Secondary (distribution) substation level. The Authorised Capacity Information Request form should be used in conjunction with the Excel file.

For user guidance notes on using the network data please see the embedded guide in the documents below:

- [SHEPD Customer Rating and Load Data](#)
- [Authorised Capacity Information request](#)
- [SSEPD Data Terms and Conditions](#)

Useful links

- [Back to secure documents homepage](#)
- [For ICPs and IDNOs](#)
- [Alternative Provider Network Information](#)
- [HV Network Schematics](#)
- [Network Rating and Loading Information](#)
- [G81 Design, Specification and Operational Documents](#)

48. Screenshot No. 48: SSEPD website – ‘Secure Documents’ – ‘Account Logout’ page

<https://www.ssepd.co.uk/Forms/SignOut/>

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[Home](#)

Need some help?

Write to us at:

Connections and Engineering
Walton Park
Walton Road
Cosham
PO6 1UJ

Email us at: connections@sse.com

Call us on:

England 0800 048 3516
Scotland 0800 048 3515

Download the **You Have a Choice** factsheet

49. Screenshot No. 49: SSEPD website – ‘MPAN’ page

<https://www.ssepd.co.uk/MPAN/>

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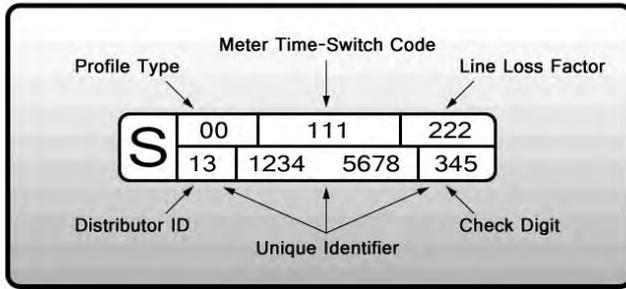
[Sign In](#) [Register](#)

[Power cuts](#) [Connections](#) [Customer support](#) [Projects](#) [About us](#) [News](#) [Library](#)

Meter Point Administration Number (MPAN)

1. What is an MPAN?

The MPAN (Meter Point Administration Number) is a unique 13-digit reference used in Great Britain that identifies each electricity supply point. To arrange the metering for your new property you will need an MPAN to give to your chosen electricity supplier.



2. Where will I find an MPAN?

For existing properties:

MPANs can be found on energy bills.

If you don't have an energy bill for the property (you have just moved in) please contact MPAS 0345 026 2554 or mpas@sse.com.

For new properties:

Once you have accepted and paid the connection charge in your quote, we will contact you to discuss your programme of works. If you are ready to start work and have the full postal address from the Royal Mail for the property, send this to us and we will send you the new MPAN.

You can request your MPAN online through our website via your job application by clicking on the 'Request MPANs' button. Once your request has been received and processed, you can obtain your MPAN for your job by clicking on the 'Obtain MPANs' button.

For connections over 69kVA and for connections involving distributed generation we require additional technical information which you can get from your electrical contractor.

Independent Distribution Network Operators (IDNOs)

Please note we do not issue MPANs for IDNO networks. IDNOs will register and issue their own MPANs.

Distribution Exemption Holders (DEHs) Half-Hourly and Non Half-Hourly

When a customer sits within a private network and wishes to register with a third party supplier, a DEH agreement needs to be set up. The customer must contact their supplier who will contact us to discuss possible solutions.

MPAN Guides

Please see below for our MPAN process guides.

- [Demand MPAN process](#)
- [Distributed Generation MPAN process](#)
- [Microgeneration MPAN process](#)
- [Building Network Operator process](#)
- [Independent Connection Provider process](#)

Useful links

- [North and South Operational staff contact map](#)
- [For ICPs and IDNOs](#)
- [Our plans and commitments](#)
- [Connections - your choice](#)
- [Ask a question](#)
- [Contact us](#)
- [Useful documents](#)
- [Land Rights Requirements and Documentation](#)
- [Homepage](#)

50. Screenshot No. 50: SSEPD website – ‘Customer support home’ page

<https://www.ssepd.co.uk/Customersupport/>

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Customer support

Here at Scottish and Southern Energy Power Distribution we're committed to giving our customers a 10/10 customer service experience. Our friendly and experienced staff are available to answer your calls and emails and resolve any queries you might have.



Emergencies & Power cuts

Central southern England
0800 072 7282

North of Scotland
0800 300 999

[Calling from a mobile?](#)

Contact us

You can contact us if you have any queries or problems, use our contact us page to find which number you need.

[Contact us](#)



Priority services

For some of our customers, keeping the power on is critical for their health and safety.

[Learn more about our priority services](#)



Safety

Electricity can be dangerous if misused. We've put together some information to help keep you and your loved ones safe.

[Your safety](#)



Connections help

Have a query about applying for a new connection? Find the answers in our connections help pages.

[Connections help](#)



Ask a question

If you have any queries you can use this form to send us an email.

Name

Phone number

Email

Postcode

Please leave feedback here.
However if this is a power cut related enquiry then please call the emergency numbers above.
We will not be able to provide power cut related information via this service.
Used 0 of 2000 characters

51. Screenshot No. 51: SSEPD website – ‘Customer support home’ page – Accessing ‘Complaints’

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General Information

- Customer support home
- Priority services
- Who is my network operator?
- Performance standards
- Customer information leaflets
- Resilient Communities Fund
- Network upgrades home
- Active network management (ANM)
- Network access statement
- General Enquiries

Getting In touch

- Contact us
- Complaints**
- Compliments

Your safety

- Safety home
- Safety leaflets
- Disconnections

Contact us

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Ask a question

If you have any queries you can use this form to send us an email.

Name

Phone number

Email

52. Screenshot No. 52: SSEPD website – ‘Customer support home’ – ‘Complaints’ page

<https://www.ssepd.co.uk/Complaints/>

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Power cuts Connections Customer support Projects About us News Library

Complaints

We are committed to offering our customers the very best in customer service and we are keen to hear how you feel about us.

How to contact us

The easiest and quickest way to resolve a complaint is to telephone us on one of the following numbers any time Monday to Friday 8:00 am to 8:00 pm and Saturday 8:00 am to 5:00 pm

Scottish and Southern Energy Power Distribution: 0800 980 1395
Scottish Hydro Electric Transmission plc: 0800 980 1394

If you are unable to phone or would prefer to write, you can contact us by email or post using the addresses below.

customercomplaints@ssepd.co.uk
transmission.complaints@sse.com

You can also make your complaint in person if you wish by visiting us at one of our addresses listed below;

Southern Electric Power Distribution	Scottish Hydro Electric Power Distribution	Scottish Hydro Electric Transmission
Comments, complaints and enquiries	Comments, complaints and enquiries	Comments, complaints and enquiries
Walton Park	Inveralmond House	Inveralmond House
Walton Road	200 Dunkeld Road	200 Dunkeld Road
Cosham	Perth	Perth
PO6 1UJ	PH1 3AQ	PH1 3AQ

Scottish Hydro Electric Transmission plc is the owner of the high voltage electricity transmission system in the north of Scotland - the system of mainly steel towers, substations and wires that transports electricity over long distances.

Scottish Hydro Electric Power Distribution is responsible for maintaining the electricity networks supplying homes and businesses north of the Central Belt of Scotland.

Southern Electric Power Distribution is responsible for maintaining the electricity networks supplying homes and businesses in central southern England.

Transmission complaints

See our process for handling transmission complaints.

[Transmission complaints](#)

Distribution complaints process

Our process for handling Distribution complaints.

[Distribution complaints](#)

Useful links

- [Ombudsman services](#)
- [Customer support](#)
- [Contact us](#)
- [Our homepage](#)

 29 Jun 2016
[Complaints Handling Process](#)

53. Screenshot No. 53: SSEPD website – ‘Complaints’ page – Accessing ‘The Complaints Process’ for Distribution

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Power Distribution

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Complaints

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Walton Road	200 Dunkeld Road	200 Dunkeld Road
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Transmission complaints

See our process for handling transmission complaints.

[Transmission complaints](#)

Distribution complaints process

Our process for handling Distribution complaints.

[Distribution complaints](#)

Useful links

- [Ombudsman services](#)
- [Customer support](#)
- [Contact us](#)
- [Our homepage](#)

 29 Jun 2016
[Complaints Handling Process](#)

54. Screenshot No. 54: SSEPD website – ‘Complaints’ – ‘The Complaints Process’ page for Distribution

<https://www.ssepd.co.uk/TheComplaintsProcess/>

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How we handle distribution complaints

Sometimes things can go wrong. All our staff are trained to offer you the best possible customer service and will do their best to help you. If they need to involve their manager, they will do so to ensure the matter is resolved as quickly and easily as possible.

As part of resolving your complaint, we will offer you an explanation and an apology. We will also take remedial action and may award compensation in appropriate circumstances. A copy of our Complaints Handling Process can be accessed here.

Useful links

- [Customer support](#)
- [Transmission complaints](#)
- [If things go wrong](#)
- [Our homepage](#)
- [Contact us](#)

 29 Jun 2016
[Complaints Handling Process](#)

55. Screenshot No. 55: SSEPD website – ‘Customer support home’ page – Accessing ‘Compliments’

The screenshot shows the Scottish and Southern Energy website. At the top, there is a navigation bar with the company logo and name, 'Power Distribution', and buttons for 'Sign In' and 'Register'. Below the navigation bar, there is a main menu with links for 'Power cuts', 'Connections', 'Customer support', 'Projects', 'About us', 'News', and 'Library'. The 'Customer support' link is highlighted in green. Below the main menu, there are three columns of content. The first column is titled 'General Information' and lists various links such as 'Customer support home', 'Priority services', and 'Who is my network operator?'. The second column is titled 'Getting in touch' and lists 'Contact us', 'Complaints', and 'Compliments'. The 'Compliments' link is highlighted with a red box and a red arrow points from the text above to it. The third column is titled 'Your safety' and lists 'Safety home', 'Safety leaflets', and 'Disconnections'. Below the main content area, there are three sections: 'Contact us', 'Priority services', and 'Ask a question'. The 'Contact us' section has a 'Contact us' button. The 'Priority services' section has a 'Learn more about our priority services' link. The 'Ask a question' section has a form with fields for 'Name', 'Phone number', and 'Email'.

56. Screenshot No. 56: SSEPD website – ‘Customer support home’ – ‘Compliments’ page

<https://www.ssepd.co.uk/iffthingsgoright/>

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Scottish and Southern Energy
Power Distribution

[Power cuts](#) [Connections](#) [Customer support](#) [Projects](#) [About us](#) [News](#) [Library](#)

If things go right

We are committed to offering our customers the very best in customer service and we are keen to hear your good news stories or great experiences about our teams be it on the road, on the phone or in general.

How to contact us

The easiest and quickest way to talk to us is to phone us Monday to Friday 8am - 8pm and Saturday 8am to 5pm on one of the following numbers :

Scottish and Southern Energy Power Distribution: 0800 980 1395
Scottish Hydro Electric Transmission plc: 0800 980 1394

If you are unable to phone or would prefer to write, you can contact us by email or post using the addresses below.

customer.relations.england@sse.com
customer.relations.scotland@sse.com
transmission.complaints@sse.com

Southern Electric Power Distribution	Scottish Hydro Electric Power Distribution	Scottish Hydro Electric Transmission
Comments, complaints and enquiries	Comments, complaints and enquiries	Comments, complaints and enquiries
55 Vastern Road	Inveralmond House	Inveralmond House
Reading	200 Dunkeld Road	200 Dunkeld Road
RG1 8BU	Perth	Perth
	PH1 3AQ	PH1 3AQ

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Southern Electric Power Distribution is responsible for maintaining the electricity networks supplying homes and businesses in central southern England.

Useful links

- [If things go wrong](#)
- [Customer support](#)
- [Contact us](#)
- [Our homepage](#)

Leave us a compliment

We value all our customer feedback

Name

Phone number

Email

Postcode

Feedback

Used 0 of 2000 characters

57. Screenshot No. 57: SSEPD website – ‘Customer support home’ – ‘Contact us’ page

<https://www.ssepd.co.uk/contactus/>

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 **Scottish & Southern Electricity Networks** *Powering our community*

[Account](#) [Menu](#) [Search](#)

[Power cuts](#) [Connections](#) [Customer support](#) [Projects](#) [About us](#) [News](#) [Library](#)

Contact us

At Scottish and Southern Electricity Networks, we're committed to giving you excellent customer service. Whatever you need to contact us about, you can be sure we'll do everything we can to help. Below you'll find all of our phone numbers, so no matter what you need help with, you'll always be able to get through to the right team.



Useful links

- Media team
- Other useful contacts
- Transmission
- Connections FAQs
- Library
- Connections - Apply now
- Electricity theft

Emergencies & Power cuts

We're open 24 hours a day, 7 days a week, 365 days a year for you to contact us with any power supply issues.

[Contact details](#)

Priority services

We can offer extra help to customers who register for our priority services.

[Contact details](#)

Engineering general enquiries

If you have a general enquiry regarding our equipment or would like to talk to us about progress of your current enquiry, please call us on one of the telephone numbers below:

[Contact details](#)

New connections and service alterations

If you would like to apply for a new connection or move the location of your meter, then please contact us using the details below.

[Contact details](#)

Generation connections - Less than 50kW

If your query is about a generation connection for 50kW or less in Orkney or Shetland, special provisions apply.

[Contact details](#)

Generation connections - Greater than 50kW

For any generation applications greater than 50kW.

[Contact details](#)

Commissioning information

Contact details for both G59 and G83 connections.

[Contact details](#)

Unmetered supplies

If you would like to discuss your unmetered inventory, then please use the details below.

[Contact details](#)

Contestable work

Contestable works are those connection activities which can be carried out by any competent person.

[Contact details](#)

Complaints

The easiest and quickest way to resolve a problem is to phone us. Lines are open Monday to Friday 8am-8pm, Saturday 8am-5pm.

[Contact details](#)

Long Term Development Statements

Our long term development statements (LTDS) are prepared in accordance with standard licence condition 25 of the Distribution Licence.

[Contact details](#)

Transmission

Please contact us using the details below if you would like more information about any of our transmission projects.

[Contact details](#)

Useful links

Website help	Careers	Privacy policy
Contact us	SSE.com	Cookie policy
		Refund policy

POWER CUT? CALL 105

Emergency phone numbers
England: 0800 072 7282
Scotland: 0800 300 999

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