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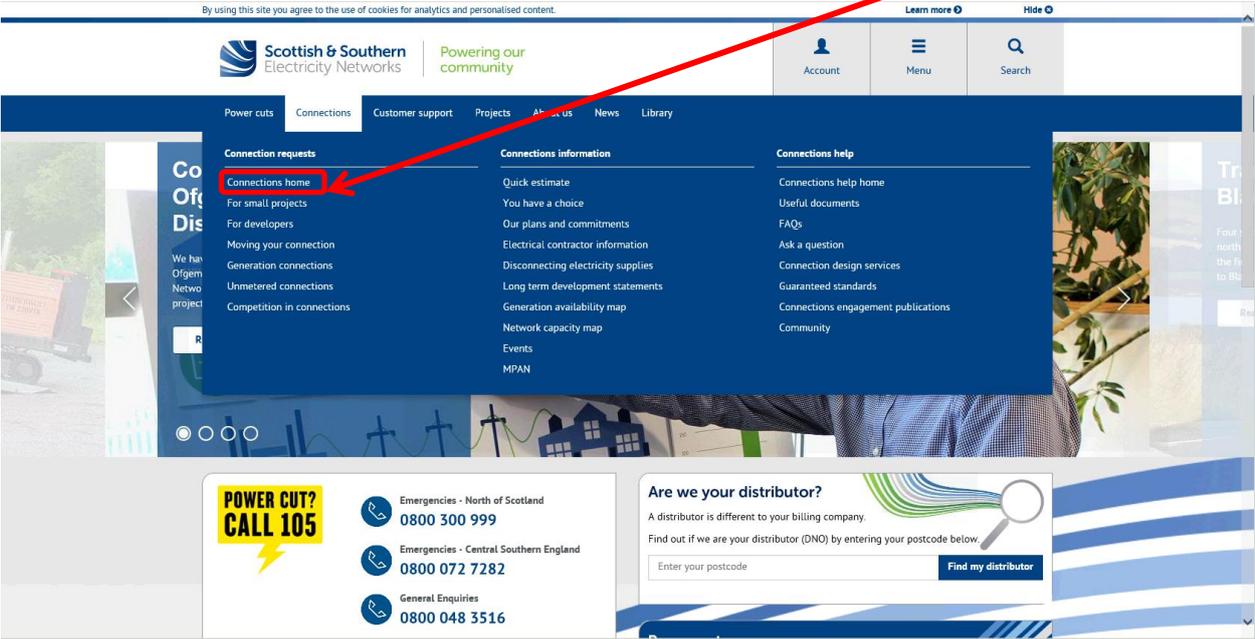
Competition in Connections Code of Practice
SEPD & SHEPD_Customers_ICPs & IDNOs – Website information – Screenshots

1. Screenshot No. 1: SSEN website – ‘Home’ page

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



2. Screenshot No. 2: SSEN website – ‘Home’ page – Accessing ‘Connections home’



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

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

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.

Call us **0800 048 3516**
Email us **connections@sse.com**

Small projects
You can apply online for up to four new connections.

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

Moving your existing supply (service alteration)
If you want to move the connection point and meter to a new location you can apply to us for a service alteration.

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

Unmetered connections
You can apply online for a new unmetered connection, transfer of an existing unmetered asset or disconnection of supply to an unmetered asset.

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

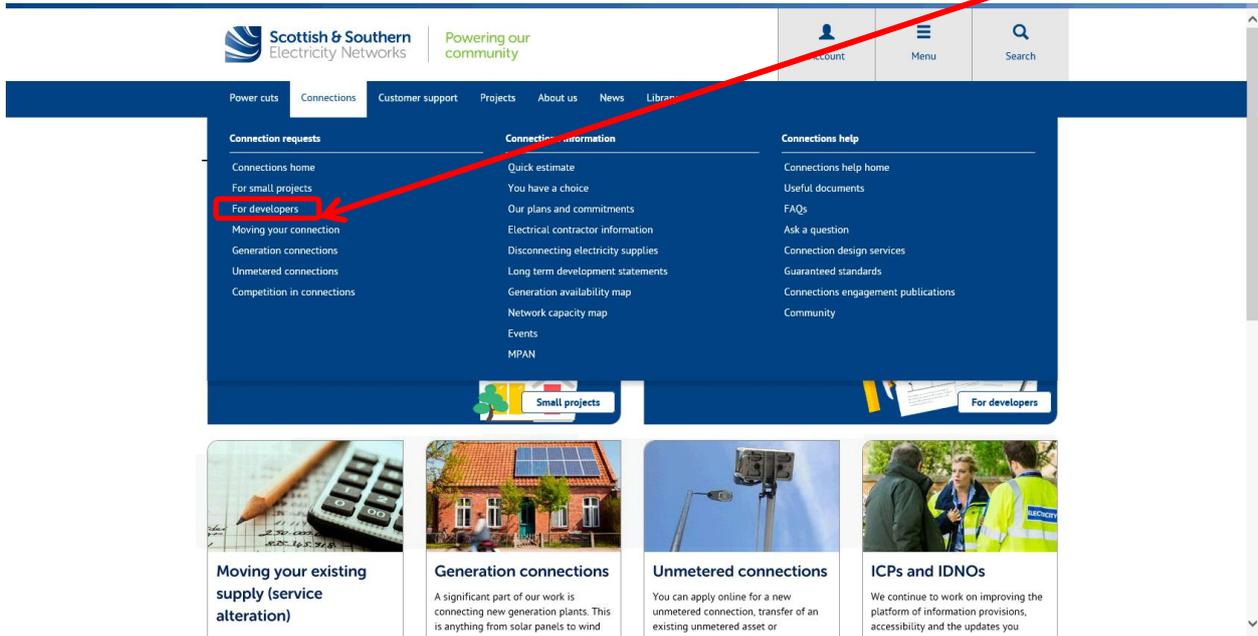
Quick estimate
You can use our quick estimate feature before applying for a quote to give yourself a rough guide of how much your new connections are going to cost.

Diversions
If you need any of our existing overhead lines, underground cables, or electrical equipment diverted as part of your project, we can help.

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

Plans and commitments
We constantly listen to feedback to improve the way we do things and issue plans and commitments around improving our business.

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



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

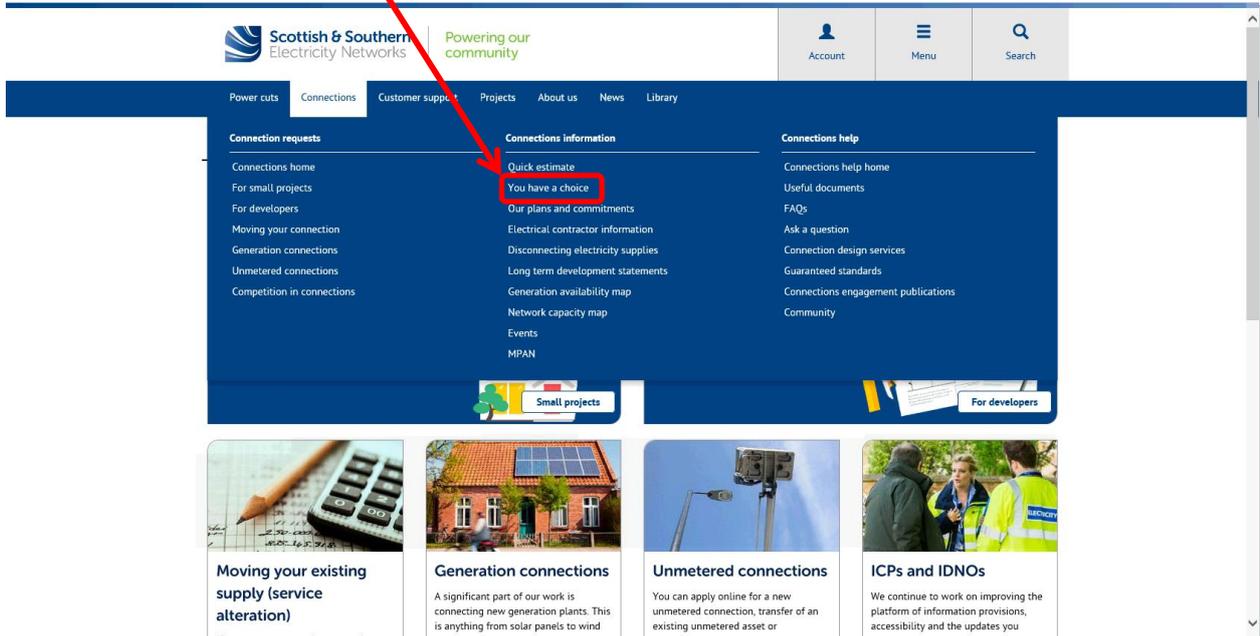
<https://www.ssen.co.uk/Connections/Developers/>

The screenshot shows the 'Connections home' page for developers on the SSEN website. The page features a navigation bar with links for Power cuts, Connections, Customer support, Projects, About us, News, and Library. The main content area is divided into several sections:

- Connection for developers:** A section for developers, including a sub-section for 'Apply for a large project' with links for 'Online application', 'Don't want to register?', and 'Multiple connection flowchart'.
- Did you know you have a choice?:** A highlighted section (indicated by a red box) stating that users can seek alternative estimates or quotations from independent connection providers. It includes a link to 'Connections - your choice' and an image of a house with a power line.
- Connections help:** A section for users with queries about applying for a new connection, including links for 'Connections help', 'Commercial Contract Managers - England', and 'Your Connection Contacts - Scotland'.
- Information we need from you:** A section stating that certain documents are needed for a new connection, accompanied by a checklist icon.
- Contact us:** A section providing contact information, including a phone number (0800 048 3516) and an email address (connections@sse.com).
- DUoS:** A section explaining Distribution Use of System (DUoS) charges and how they apply to every connection to the distribution network.

The page also features a banner for '58 new homes and businesses connected to our network every day' and a search bar in the top right corner.

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



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

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

Scottish & Southern Electricity Networks Powering our community

Account Menu Search

Power cuts Connections Customer support Projects About us News Library

Your new connection You have a choice

Download the You Have a Choice factsheet

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 can 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
For developers
Connections home

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.

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-contestable 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 project manage the work and

Competition in Connections Code of Practice

SEPD & SHEPD_Customers_ICPs & IDNOs – Website information – Screenshots

use suitable sub-contractors to build the network.

- [Connections help](#)
- [Useful documents](#)
- [Our homepage](#)

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 2 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-contestable works only'.

If you choose us to carry out 'All works' or 'Non-contestable 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-contestable works only', you will need to appoint an ICP/IDNO to carry out the contestable works. Lists of accredited ICP's / IDNO's 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 contestable 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 contestable 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 process 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.

Useful links

[Website help](#)

[Contact us](#)

[Careers](#)

[SSE.com](#)

[Privacy policy](#)

[Cookie policy](#)

[Refund policy](#)



Emergency phone numbers

England: 0800 072 7282

Scotland: 0800 300 999

Follow us



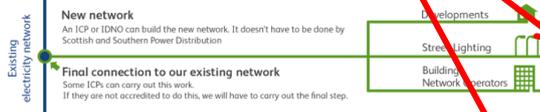
Scottish and Southern Electricity Networks is a trading name of: Scottish and Southern Energy Power Distribution Limited Registered in Scotland No. SC213459; Scottish Hydro Electric Transmission plc Registered in Scotland No. SC213461; Scottish Hydro Electric Power Distribution plc Registered in Scotland No. SC213460 (all having their Registered Offices at Inverlaimond House 200 Dunkeld Road Perth PH1 3AQ); and Southern Electric Power Distribution plc Registered in England & Wales No. 04094290 having their Registered Office at 55 Vastern Road, Reading, Berkshire RG1 8BU which are members of the SSE Group www.sse.co.uk

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

The screenshot shows the website header with the logo and tagline 'Powering our community'. A navigation menu includes 'Power cuts', 'Connections', 'Customer support', 'Projects', 'About us', 'News', and 'Library'. A red arrow points from the section header to the 'Connections' menu item. Below the navigation bar, a large green banner reads 'Your new connection You have a choice'. To the right of the banner is a button labeled 'Download the You Have a Choice factsheet', which is highlighted with a red box. Below the banner, text explains that users have a choice of providers for new connections. A photo shows two workers in high-visibility gear reviewing plans. Below the photo is the heading 'What is an ICP?'. Further down, text defines ICPs and IDNOs and mentions a diagram.

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

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:



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.

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: SSEN website – ‘Connections – You Have a Choice’ – ‘Alternative Provider Search’ page

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

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?
Please select

What region is your project in?
Please select country

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

Filter **Reset**

11. Screenshot No. 11: SSEN website – ‘Connections home’ page – Accessing ‘Competition in Connections’

The screenshot displays the Scottish & Southern Electricity Networks website. The header includes the company logo, the tagline 'Powering our community', and navigation links for Account, Menu, and Search. The main navigation bar contains links for Power cuts, Connections, Customer support, Projects, About us, News, and Library. The 'Connections' menu is expanded, showing three columns of links: 'Connection requests', 'Connections information', and 'Connections help'. The 'Competition in connections' link is highlighted with a red box and a red arrow. Below the menu are sections for 'Small projects' and 'For developers'. The main content area features four featured articles: 'Moving your existing supply (service alteration)', 'Generation connections', 'Unmetered connections', and 'ICPs and IDNOs'.

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

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

The screenshot shows the SSEN website's 'Competition in Connections - for ICPs and IDNOs' page. The header includes the SSEN logo, 'Powering our community', and navigation links for Account, Menu, and Search. A secondary navigation bar lists: Power cuts, Connections, Customer support, Projects, About us, News, and Library.

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](#)
- [Connections useful documents](#)
- [Non-contestable process flowchart](#)
- [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](#)

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.

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).

ICP application

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
nc.connections@sse.com

IDNO application

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](#)

Competition in Connections Code of Practice

SEPD & SHEPD_Customers_ICPs & IDNOs – Website information – Screenshots

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](#).

- > [You have a choice](#)
- > [Power cuts](#)
- > [Library](#)
- > [MPAN](#)

CiCCoP Reporting Requirements

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

See below our annual CiC CoP reports (30th September 2016):

- [Scottish Hydro Electric Power Distribution \(SHEPD\)](#)
 - > [Supporting Evidence](#)
- [Southern Electric Power Distribution \(SEPD\)](#)
 - > [Supporting Evidence](#)

Useful Links

[Website help](#)
[Contact us](#)

[Careers](#)
[SSE.com](#)

[Privacy policy](#)
[Cookie policy](#)
[Refund policy](#)



Emergency phone numbers

England: 0800 072 7282
Scotland: 0800 300 999

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

The screenshot shows the website header for Scottish & Southern Electricity Networks, including the logo and tagline 'Powering our community'. The navigation menu includes 'Power cuts', 'Connections', 'Customer support', 'Projects', 'About us', 'News', and 'Library'. The main content area is titled 'Competition in connections - for ICPs and IDNOs'. It contains several paragraphs of text and a list of links. A red arrow points to the word 'diagram' in the text, which is highlighted with a red box. The links include 'Visit the Lloyds Register website', 'Connections useful documents', 'Non-contestable process flowchart', 'Land Rights Requirements and Documentation', and 'Entering the electricity connections market'. There is also a section for 'Our network adoption process' and 'Access to specifications, network information and GIS'.

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

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

The screenshot displays the 'ICP and IDNO Process Chart' on the SSEN website. The chart is a staircase diagram with five main steps, each with a corresponding benefit highlighted in a green box:

- Apply for a new connection**: Improved upfront information
- Identify the Point of Connection (POC)**: Self design approval
- Design the new connection**: POC Self Identification
- Build the new connection**: Reduced inspections
- Make the final connection**: Carry out your own final connection

The 'Energise' logo is positioned at the bottom of the chart. The website header includes the Scottish & Southern Electricity Networks logo and navigation links: Power cuts, Connections, Customer support, Projects, About us, News, Library. A 'Back' link is also visible.

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

The screenshot displays the website's header with the logo and tagline 'Powering our community'. A navigation bar includes links for Power cuts, Connections, Customer support, Projects, About us, News, and Library. The main content area is titled 'Competition in connections - for ICPs and IDNOs' and contains several sections: a paragraph about competition, a list of links (Visit the Lloyds Register website, Land Rights Requirements and Documentation, Connections useful documents, Entering the electricity connections market, Non-contestable process flowchart), 'Our network adoption process' with a 'View our process' link, 'Access to specifications, network information and GIS' with an 'Online documentation' link, and 'ICP application' with 'Download application form' and 'Online application' links.

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

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

The screenshot shows the SSEN website header with the logo 'Scottish & Southern Electricity Networks' and the tagline 'Powering our community'. The navigation menu includes 'Power cuts', 'Connections', 'Customer support', 'Projects', 'About us', 'News', and 'Library'. The main content area features a green banner with the title 'Entering the electricity connections market'. Below the banner, the text explains that contestable electricity connection works may be provided by Independent Connections Providers (ICPs) instead of incumbent Distribution Network Operators (DNOs). It details the requirements for ICP accreditation under the National Electricity Registration Scheme (NERS) and lists the categories of work for which accreditation is sought. A 'Useful links' section on the right provides quick access to 'Connections help', 'Generations connections', 'For developers', 'Single new connections', and 'Connections useful documents'. The footer contains 'Useful links' such as 'Website help', 'Careers', 'Privacy policy', 'Contact us', 'SSE.com', 'Cookie policy', and 'Refund policy'. It also features a 'POWER CUT? CALL 105' graphic, emergency phone numbers for England (0800 072 7282) and Scotland (0800 300 999), and social media icons for Twitter and Facebook. The page is copyrighted by Scottish and Southern Electricity Networks.

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

The screenshot shows the website header with the logo and navigation menu. The main content area is titled 'Competition in connections - for ICPs and IDNOs'. It contains several sections: 'Access to specifications, network information and GIS', 'ICP application', and 'Our network adoption process'. A red arrow points to the link 'Land Rights Requirements and Documentation' under the 'Competition in connections - for ICPs and IDNOs' section, which is highlighted with a red box.

Scottish & Southern Electricity Networks | Powering our community

Account | Menu | Search

Power cuts | Connections | Customer support | Projects | About us | News | Library

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 work 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
- Connections useful documents
- Non-contestable process flowchart
- Land Rights Requirements and Documentation
- Entering the electricity connections market

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).

ICP application

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

Our network adoption process

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

- View our process

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

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

Land Rights Requirements and Documentation

This area contains information on the land rights required by Scottish and Southern Electricity Networks, 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 Scottish and Southern Electricity Networks", 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 Scottish and Southern Electricity Networks (England) and Scottish and Southern Electricity Networks (Scotland) and is accessed from the links below. The deeds in the styles bank set out the standard terms required by Scottish and Southern Electricity Networks. The appropriate style should be selected based on guidance given by Scottish and Southern Electricity Networks, including in the "Land rights requirements relating to assets to be installed or adopted by Scottish and Southern Electricity Networks" document when available. All of the documents (with the exception of wayleaves) will be prepared by legal advisors acting for Scottish and Southern Electricity Networks. Wayleaves should be prepared in conjunction with (and approved by) the Scottish and Southern Electricity Networks wayleave officer.

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

Wayleaves guide for new connections

This guide will explain the procedure of acquiring Land Rights.

- [Central southern England Wayleave guide](#)
- [Northern Scotland Wayleave guide](#)

Useful Links

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

Central southern England Northern Scotland

Useful links
Website help Careers Privacy policy

**POWER CUT?
CALL 105**

Emergency phone numbers
England: 0800 072 7282
Scotland: 0800 700 000

Follow us

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

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

The screenshot displays the 'SEPD land rights documents' page on the SSEN website. The page layout includes a top navigation bar with links for 'Power cuts', 'Connections', 'Customer support', 'Projects', 'About us', 'News', and 'Library'. A search bar is located in the top right corner. The main content area is divided into two columns. The left column, titled 'SEPD land rights documents', contains a filter section with a dropdown menu set to 'Show All' and a 'Filter' button. Below this, documents are listed under two categories: 'Easements' and 'Leases'. Each document entry includes a PDF icon, a file size, a date (22 Sep 2015), and a title. The right column, titled 'Useful links', contains a list of links with right-pointing chevrons, including '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', and 'Homepage'.

Category	File Size	Date	Title
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

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

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

The screenshot shows the SSEN website's 'SHEPD land rights documents' page. At the top, there is a navigation bar with 'Power cuts', 'Connections', 'Customer support', 'Projects', 'About us', 'News', and 'Library'. The main content area is divided into sections: 'Dispositions' (with PDF icons and file sizes), 'Leases' (with PDF icons and file sizes), and 'Miscellaneous' (with a PDF icon and file size). A 'Useful links' sidebar on the right lists various resources like 'North and South Operational staff contact map', 'For ICPs and IDNOs', and 'Land Rights Requirements and Documentation'. A search bar and account menu are visible at the top right.

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

The screenshot shows the 'Competition in connections - for ICPs and IDNOs' page. The main heading is 'Competition in connections - for ICPs and IDNOs'. Below it, there is a paragraph of text and a list of links: 'Visit the Lloyds Register website', 'Connections useful documents', 'Non-contestable process flowchart', 'Land Rights Requirements and Documentation', and 'Entering the electricity connections market'. A red arrow points from the top of the page down to a red-bordered box containing the link 'Our network adoption process'. To the right, there are sections for 'Access to specifications, network information and GIS' and 'ICP application'. The navigation bar at the top is identical to the previous screenshot.

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

The screenshot displays a webpage with the following content:

- Our network adoption process**
View our flow chart illustrating the adoption process for contestable works.
[View our process](#)
- Alternative providers register** (highlighted with a red box and arrow)
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](#)
- 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: nc.connections@sse.com
- IDNO application**

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

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

Powering our community

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

- Power cuts
- Connections
- Customer support
- Projects
- About us
- News
- Library

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
Independent Connection Provider

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



Competition in Connections Code of Practice
SEPD & SHEPD_Customers_ICPs & IDNOs – Website information – Screenshots

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

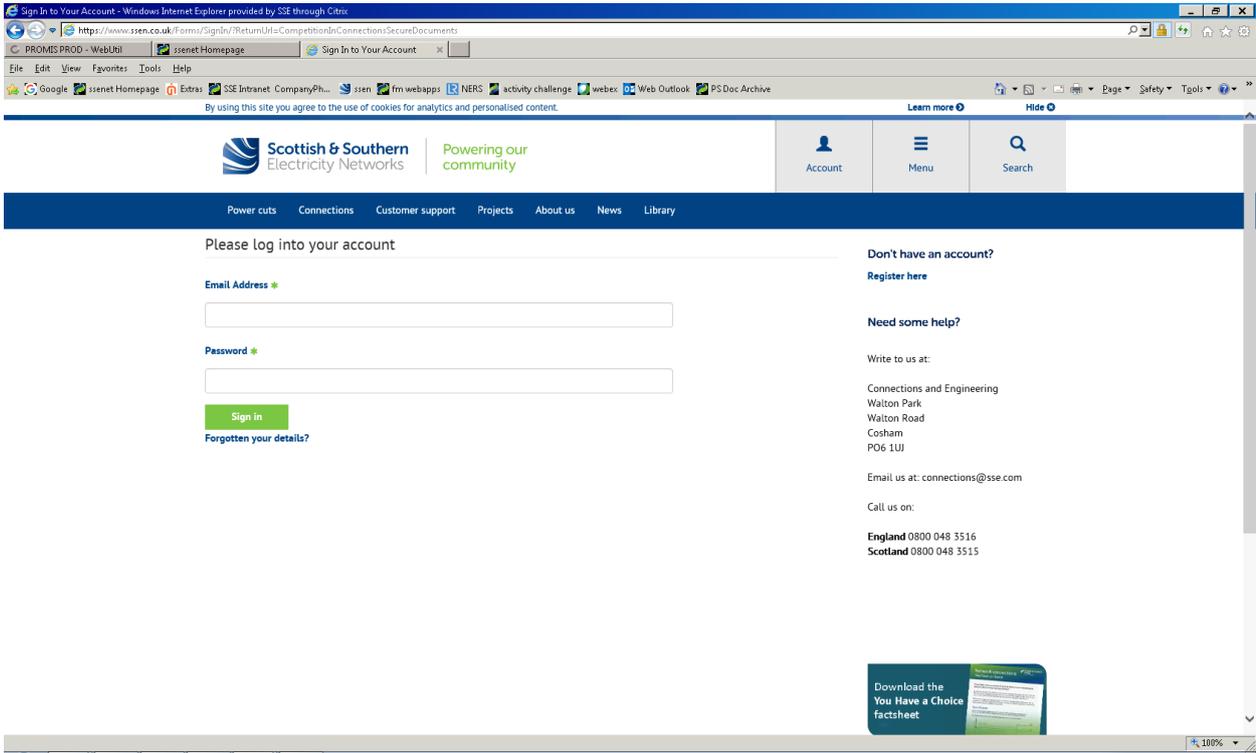
[Register](#)

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

The screenshot shows the website header with the logo and tagline 'Powering our community'. The navigation menu includes 'Power cuts', 'Connections', 'Customer support', 'Projects', 'About us', 'News', and 'Library'. The main content area is titled 'Competition in connections - for ICPs and IDNOs'. A red arrow points to the 'Connections' menu item. A red box highlights the 'Access to specifications, network information and GIS' section, which contains a link to 'Online documentation' and a description of information for registered alternative providers. Other sections include 'Our network adoption process', 'Alternative providers register', and 'ICP application'.

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

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



Competition in Connections Code of Practice
SEPD & SHEPD_Customers_ICPs & IDNOs – Website information – Screenshots

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

<https://www.ssen.co.uk/CompetitionInConnectionsSecureDocuments/>

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

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 and/or other contestable tasks relating to such a PoC. 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. Access to this area is restricted to registered Alternative Providers or other relevant persons who may require to undertake the stated tasks who have been approved for access by SSEPD and to whom SSEPD have provided an individual non-transferable login.

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. Usernames and passwords are unique to individuals and must not be shared with any other individual or third party. And you agree to SSEPD monitoring use of the account provided and storing data on its use.

Each named account holder hereby indemnifies 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 its interpretation 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.

Severence:

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: SSEN website – ‘Secure Documents’ – ‘Alternative Provider Network Information’ page

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

The screenshot shows the 'Alternative Provider Network Information' page on the SSEN website. At the top, there is a cookie consent banner and a navigation bar with the SSEN logo and tagline 'Powering our community'. The main content area features a heading 'Alternative Provider Network Information' and a welcome message. Below this, there are five blue boxes with white text: 'G81 Design, Specification and Operational Documents', 'Network Geographical Information System (GIS)', 'HV Network Schematics', 'POC Self Identification Matrix & Self Design Approval Guidance', and 'Network Rating and Loading Information'. To the right, there is a 'Useful links' section with four links: 'For ICPs and IDNOs', 'Connections FAQs', 'Guaranteed Standards', and 'Our Plans and Commitments'. The footer contains 'Useful links' (Website help, Careers, Privacy policy, Contact us, SSE.com, Cookie policy, Refund policy), a 'POWER CUT? CALL 105' banner, 'Emergency phone numbers' (England: 0800 072 7282, Scotland: 0800 300 999), and 'Follow us' social media icons.

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

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

The screenshot shows the SSEN website interface. At the top, there is a cookie consent banner. Below it is the header with the SSEN logo and tagline 'Powering our community'. The main navigation menu includes 'Power cuts', 'Connections', 'Customer support', 'Projects', 'About us', 'News', and 'Library'. The page content is titled 'POC Self Identification Matrix & Self Design Approval Guidance'. It contains a paragraph explaining the guidance's purpose, a sub-section for 'The document below details the minimum design standards for the identification of a Point of Connection.', and two download links: 'POC Self Identification Matrix' and 'POC Self Identification and Self Design Approval Guidance Note'. A 'Useful links' sidebar on the right lists: 'For ICPs and IDNOs', 'Alternative Provider Network Information', 'HV Network Schematics', 'G81 Design and Specification Documents', 'Network Rating and Loading Information', and 'Connections Help'.

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

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

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G81 Design, Specification and Operational Documents

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

We strive to make this as useful a resource as possible and if you have any suggestions about the documents please complete the [Website Document Management Request Form for ICPs and IDNOs](#) form and return to connections.policy@sse.com

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](#)

We have a new file transfer system which allows you to transfer files up to 30MB in size. This avoids you sending multiple emails to seek design approval for your project. Contact your designer (detailed on your job tracking) who can talk you through getting set up and grant you access.

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
Product Update	Safety Bulletins	

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

<https://www.ssen.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.

All Documents

Apply Filter Show All Filter

Cables

-  [TG-P Cables](#)
-  [TG-P Distributed Generation](#)
-  [TG-P Drawings](#)
-  [TG-P Earthing](#)
-  [TG-P Joints](#)
-  [TG-P Miscellaneous](#)
-  [TG-P Operational](#)
-  [TG-P Planning and Design Guide](#)
-  [TG-P Records](#)
-  [TG-P Substation](#)
-  [TG-P Testing and Commissioning](#)

Overhead Lines

-  [PR-PS-132 Procedure for Installation 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](#)

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](#)

We have a new file transfer system which allows you to transfer files up to 30MB in size. This avoids you sending multiple emails to seek design approval for your project. Contact your designer (detailed on your job tracking) who can talk you through getting set up and grant you access.

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

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

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Street Lighting

This section contains the relevant documents for designing street lighting:

Street lighting documents

Apply Filter Show All Filter

Cables

- TG-P-692 Cable Installation Depths, Bending Radius and Pulling Tensions
- TG-P-881 The provision and installation of electricity service, intake and distributor

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

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

<https://www.ssen.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
- GB1 Design, Specification and Operational Documents

Low voltage documents

Apply Filter Show All Filter

Cables

-   TG-P Cables
-   TG-P Earthing, Joints and Terminations
-   TG-P Miscellaneous
-   TG-P Planning and Design
-   TG-P Records
-   TG-P Testing and Commissioning
-   TG-P Underground Cables
-   FO-P 100 Consent to Connect and Network Release, Parts 1-5
-   PR-PS-151 Procedure for Installation of Low Voltage Service Using 3 Core Bunched Wavecon Cables

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

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

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Distribution Substations

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

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](#)

Distribution substations documents

Apply Filter [Show All](#) [Filter](#)

Cables

- TG-P Cables
- TG-P Earthing
- TG-P Joints and Terminations
- TG-P Miscellaneous
- TG-P Planning and Design
- TG-P Records
- TG-P Substation
- TG-P Testing and Commissioning
- TG-PS-692 Cable Installation Depths, Bending Radius and Pulling Tensions

Background Cables

of Underground Cables (6_6kV to 33kV)

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

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

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Power cuts Connections Customer support Projects About us News Library

6.6kV and 11kV

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

6.6kV and 11kV Documents

Apply Filter Show All Filter

Cables

- TG-P-124 Technical Guide for Short Circuit Ratings of Underground Cables (6.6kV to 33kV)
- 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

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

<https://www.ssen.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](#)

Cables

- TG-P-692 Cable Installation Depths, Bending Radius and Pulling Tensions
- TG-P-881 The provision and installation of electricity service, intake and distributor 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: SSEN website – ‘Secure Documents’ – ‘Operational Documents’ page

<https://www.ssen.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

	31 Aug 2016 PR-PS-876 Authorisation of Independent Connection Providers
	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: SSEN website – ‘Secure Documents’ – ‘Distribution Generation Documents’ page

<https://www.ssen.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

Cables

- TG-P Cables
- TG-P Drawings
- TG-P Earthing
- TG-P Joints and Terminations
- TG-P Miscellaneous
- TG-P Planning and Design
- TG-P Records
- TG-P Substation
- TG-P Testing and Commissioning
- TG-PS-692 Cable Installation Depths, Bending Radius and Pulling Tensions

Filter

Background Cables

of Underground Cables (6_6kV to

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

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

The screenshot shows the 'Transmission Documents' page on the SSEN website. At the top, there is a cookie consent banner and a navigation bar with the SSEN logo and 'Powering our community' tagline. The main navigation menu includes 'Power cuts', 'Connections', 'Customer support', 'Projects', 'About us', 'News', and 'Library'. The page title is 'Transmission'. Below the title, a sub-header states: 'This section contains the relevant documents for the design and specification of Transmission:'. A 'Transmission documents' section features a filter dropdown menu with options for 'Cables' and 'Substation', and a 'Filter' button. Below the filter, four PDF documents are listed:

- 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

On the right side, a 'Useful links' section contains the following 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. [NEW SCREENSHOT] Screenshot No. 39: SSEN website – ‘Secure Documents’ – ‘Product Update’ page

<https://www.ssen.co.uk/CompetitionInConnections/DesignAndSpecificationDocuments/ProjectUpdate/>

The screenshot shows the 'Product Update' page on the SSEN website. The layout is similar to the previous screenshot, with the same navigation and cookie banner. The main heading is 'Product Update'. Below it, a sub-header states: 'This section contains documents relating to product updates. These documents will contain details such as manufacturer changes to approved products.' A 'Documents' section lists one document:

- 13 Feb 2017
REF-PS-OSB-021 Change to LV Wavecon Cable From Hellenic Cables - 07-02-2017

On the right side, a 'Useful links' section contains the following links:

- For ICPs and IDNOs
- Connections FAQs
- Guaranteed Standards
- Our Plans and Commitments

40. [NEW SCREENSHOT] Screenshot No. 40: SSEN website – ‘Secure Documents’ – ‘Safety Bulletins’ page

<https://www.ssen.co.uk/CompetitionInConnections/DesignAndSpecificationDocuments/SafetyBulletins/>

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Safety Bulletins

This section contains documents relating to safety issues with assets. The documents will contain details such as product recall, NEDeRs notifications and the like. Only information relevant to currently approved assets which ICPs may be using will be included.

Documents

No files found.

Useful links

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

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

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

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Network Geographical Information System (GIS)

Scottish and Southern Electricity Networks maintain a Network Geographical Information System (GIS) which represents the assets on the network in a geographical form.

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:

GIS Symbol legend and Data request

Below you can find a guide to the symbols used in our GIS Viewer and the process for requesting the data which makes up our maps:

- [GIS Symbol legend](#)
- [GIS Data request](#)

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](#)

[Network GIS - England](#) [Network GIS - Scotland](#)

42. Screenshot No. 42: SSEN website – ‘Secure Documents’ – ‘Network GIS’ – ‘England’ page

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

The screenshot shows a web browser window displaying the SSEN website. At the top left is the Scottish & Southern Electricity Networks logo. The main heading is "Geographic Network Layout Diagrams and Data Provision for Alternative Providers to provide New Connections". Below this, there is a welcome message and a list of providers. A prominent "WARNING" box contains several safety and access-related notices. At the bottom, there are links to SHEPD and a separate web location for network schematic diagrams.

Scottish & Southern Electricity Networks

Geographic Network Layout Diagrams and Data Provision for Alternative Providers to provide New Connections

Welcome to our website providing geographic network layout and the associated data records for underground cables and overhead lines owned by Scottish and Southern Electricity Networks (SSEN) through their subsidiary companies Scottish Hydro Electric Power Distribution plc (SHEPD) and Southern Electric Power Distribution plc (SEPD), specifically provided for use by Alternative Providers (Independent Connection Providers (ICP) and Independent Distribution Network Operators (IDNO)) to identify new Points of Connection (PoCs) to our electricity distribution network.

This website provides layout and data records for:

Southern Electric Power Distribution plc (Southern Central England)

WARNING

Website Access is provided exclusively for registered users who have been approved for access by the host (SSEN). To ensure security, usernames and passwords are unique to individuals and must not be shared. Failure to comply may result in withdrawal of access privileges.

Avoiding Danger when Working in Proximity to Electrical Equipment. This website is provided only for the provision of information to enable electrical design. It must not be used for the identification of electrical cables and equipment prior to setting to work on site. Records specifically provided to parties carrying out work around electrical cables and equipment must be obtained by the party carrying out such works to ensure that they discharge their responsibilities under The Electricity at Work Regulations 1989. Guidance for this is provided in the **Watch It!** safety notice at [\[Watch It!\]](#)

Diagram Plots from this site must not be used for network design purposes other than identification of the POC as the mapping backgrounds are subject to Ordnance Survey (OS) licence conditions. Users must hold (fund) their own Ordnance Survey licence if mapping backgrounds are to be used for network design. Data should be viewed on the screen.

For access to the information relating to Scottish Hydro Electric Power Distribution plc in North of Scotland please visit our website at [\[SHEPD\]](#)

We have provided a separate web location at <http://www.ssen.co.uk/CompetitionInConnections> for our network schematic diagrams, design and specification documents transformer / circuit capacity and loading data which compliments this site to enable the design of new connections. This other location is a single site providing this information for both our SHEPD and SEPD network operating areas.

Should you require more general information about SSEN and the services we offer, please visit our main public website at <http://www.ssen.co.uk>

43. Screenshot No. 43: SSEN website – ‘Secure Documents’ – ‘Network GIS’ – ‘Scotland’ page

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

Scottish & Southern Electricity Networks

Geographic Network Layout Diagrams and Data Provision for Alternative Providers to provide New Connections

Welcome to our website providing geographic network layout and the associated data records for underground cables and overhead lines owned by Scottish and Southern Electricity Networks (SSEN) through their subsidiary companies Scottish Hydro Electric Power Distribution plc (SHEPD) and Southern Electric Power Distribution plc (SEPD), specifically provided for use by Alternative Providers (Independent Connection Providers (ICP) and Independent Distribution Network Operators (IDNO)) to identify new Points of Connection (PoCs) to our electricity distribution network.

This website provides layout and data records for:

Scottish Hydro Electric Power Distribution plc (North of Scotland)

WARNING

Website Access is provided exclusively for registered users who have been approved for access by the host (SSEN). To ensure security, usernames and passwords are unique to individuals and must not be shared. Failure to comply may result in withdrawal of access privileges.

Avoiding Danger when Working in Proximity to Electrical Equipment. This website is provided only for the provision of information to enable electrical design. It must not be used for the identification of electrical cables and equipment prior to setting to work on site. Records specifically provided to parties carrying out work around electrical cables and equipment must be obtained by the party carrying out such works to ensure that they discharge their responsibilities under The Electricity at Work Regulations 1989. Guidance for this is provided in the **Watch It!** safety notice at [\[Watch It!\]](#).

Diagram Plots from this site must not be used for network design purposes other than identification of the PoC as the mapping backgrounds are subject to Ordnance Survey (OS) licence conditions. Users must hold (fund) their own Ordnance Survey licence if mapping backgrounds are to be used for network design. Data should be viewed on the screen.

For access to the information relating to Southern Electric Power Distribution plc in Southern Central England, please visit our website at [\[SEPD\]](#).

We have provided a separate web location at <http://www.ssen.co.uk/CompetitionInConnections> for our network schematic diagrams, design and specification documents, transformer / circuit capacity and loading data which compliments this site to enable the design of new connections. This other location is a single site providing this information for both our SHEPD and SEPD network operating areas.

Should you require more general information about SSEN and the services we offer, please visit our main public website at: <http://www.ssen.co.uk>.

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

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

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HV Network Schematics

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

We strive to make this data accurate to assist you in designing your own connections. However, there may be changes in the network since the last update or there may be a query about certain data. If this is the case, please complete the [Secure Website Schematic, Load and Rating Data Query Form](#) and return to connections policy at connections.policy@sse.com.

We will respond to your query as soon as possible and this form will be used to assist in the update of this data.

[South Network Schematics](#) [North 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](#)

Useful links
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**POWER CUT?
CALL 105**

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

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45. Screenshot No. 45: SSEN website – ‘Secure Documents’ – ‘HV Network Schematics’ – ‘South’ page

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

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HV Network Schematics - South

The documents below are the Scottish and Southern Electricity Networks (South) 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

Document Name	Size	Date
SSEN South HV Schematic	27MB	19 Jul 2017
SSEN South Symbol Index 1		
SSEN South 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

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Scotland: 0800 300 999

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46. Screenshot No. 46: SSEPD website – ‘Secure Documents’ – ‘HV Network Schematics’ – ‘North’ page

<https://www.ssen.co.uk/CompetitionInConnections/SHEPDHV/NetworkSchematics/>

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Scottish and Southern Electricity Networks HV network schematics - North

The documents below are the Scottish and Southern Electricity Networks (North) 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

 14MB	14 Jul 2017 SSEN North HV Schematic
	SSEN North Symbol Index

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](#)

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

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

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Network rating and loading information

Scottish and Southern Electricity Networks have compiled loading and maximum demand data for individual feeders and substations. This data has been prepared for both of Scottish and Southern Electricity Networks 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.

We strive to make this data accurate to assist you in designing your own connections. However, there may be changes in the network since the last update or there may be a query about certain data. If this is the case, please complete the [Secure Website Schematic, Lead and Rating Data Query Form](#) and return to connections policy at connections.policy@sse.com.

We will respond to your query as soon as possible and this form will be used to assist in the update of this data.

It is important to note that, in accordance with Clause 4.5.2 of the Energy Networks Association Competition in Connections Code of Practice, Scottish and Southern Electricity Networks may be unable to divulge data where in the opinion of Scottish and Southern Electricity Networks, 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 Scottish and Southern Electricity Networks. In the event that such disclosure cannot be made, this fact will be confirmed to the party requesting the information

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](#)

Southern Electric Power Distribution network

Scottish Hydro Electric Power Distribution network

48. Screenshot No. 48: SSEN website – ‘Secure Documents’ – ‘Network Rating and Loading’ – ‘South’ page

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

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

Scottish and Southern Electricity Networks - South

Scottish and Southern Electricity Networks have compiled current loading and maximum demand data for individual feeders and substations for the South distribution 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:

- [SSEN South Customer Rating and Load Data](#)
- [Authorised Capacity Information request](#)
- [SSEN South 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](#)

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		Refund policy			

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49. Screenshot No. 49: SSEN website – ‘Secure Documents’ – ‘Network Rating and Loading’ – ‘North’ page

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

The screenshot shows the SSEN website interface. At the top, there is a cookie consent banner and navigation links for 'Learn more' and 'Hide'. The main header features the SSEN logo and tagline 'Powering our community', along with 'Account', 'Menu', and 'Search' options. A secondary navigation bar includes links for 'Power cuts', 'Connections', 'Customer support', 'Projects', 'About us', 'News', and 'Library'. The main content area is titled 'Scottish and Southern Electricity Networks - North' and contains text explaining the data provided, an Excel file link, and user guidance. A 'Useful links' sidebar on the right lists: '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 footer includes 'Useful links' (Website help, Contact us, Careers, SSE.com, Privacy policy, Cookie policy, Refund policy), a 'POWER CUT? CALL 105' emergency notice with a lightning bolt icon, 'Emergency phone numbers' (England: 0800 072 7282, Scotland: 0800 300 999), and 'Follow us' social media icons. A small disclaimer at the bottom states: 'Scottish and Southern Electricity Networks is a trading name of: Scottish and Southern Energy Power Distribution Limited Registered in Scotland No. SC213459; Scottish Hydro Electric Transmission plc Registered in Scotland No. SC213461; Scottish Hydro Electric Power Distribution plc Registered in Scotland No. SC213460; (all having their Registered Offices at

50. [NEW SCREENSHOT] Screenshot No. 50: SSEN website – ‘Secure Documents’ – ‘Account’ page

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Scottish and Southern Electricity Networks - North

Scottish and Southern Electricity Networks have compiled current loading and maximum demand data for individual feeders and substations for the North distribution 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:

- [SSEN North Customer Rating and Load Data](#)
- [Authorised Capacity Information request](#)
- [SSEN 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](#)

51. Screenshot No. 51: SSEN website – ‘Secure Documents’ – ‘Account Logout’ page

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

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You have successfully signed out. If you need to sign in again, you can do so by visiting the Sign In page

Home

Don't have an account?
Register here

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

52. Screenshot No. 52: SSEN website – ‘MPAN’ page

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

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](#)

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.

S	00	111	222	13	1234	5678	345
---	----	-----	-----	----	------	------	-----

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.

3. Already have an MPAN?

If you have been issued with a MPAN but can't locate the correspondence please contact your dedicated Team Manager or Project Manager to request a copy.

If you had previously applied online, you can re-obtain your MPAN for your job by clicking on the 'Obtain MPANs' button again.

4. Choosing an electricity supplier

Once you have your MPAN you need to register with an electricity supplier.

The registration process normally takes at least 28 days so you should get in touch with your chosen supplier as soon as possible.

A quick internet search for lists of Energy Suppliers will provide you with an array of different electricity suppliers to choose from. Suggested sources of information can be found at: www.ofgem.gov.uk/information-consumers

- [domestic-consumers](#)
- [business-consumers](#)

For further consumers' information on your energy supply, follow the links to Citizens Advice by clicking [here](#) for England, or [here](#) for Wales, or [here](#) for Scotland.

5. Arranging the meter installation

Once you have a confirmed date for the connection you should let your electricity supplier know as soon as possible so they can arrange the metering on the same day as we complete our works. They are likely to need at least 10 working days notice to organise the metering so please allow plenty of time for this to ensure you can use your new electricity supply as soon as possible.

If you need any help or have any queries please don't hesitate to get in touch with your dedicated Team Manager or Project Manager. For further guidance please see our [New connections guide](#) - step three - getting your meters installed.

53. Screenshot No. 53: SSEN website – ‘Customer support home’ page

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

Customer support

Here at Scottish and Southern Electricity Networks 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.

POWER CUT? CALL 105

- Emergencies - North of Scotland
0800 300 999
- Emergencies - Central Southern England
0800 072 7282
- General Enquiries
0800 048 3516

Send us a message
Facebook Messenger

Tweet us
@ssencommunity

Ask a question

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

Submit

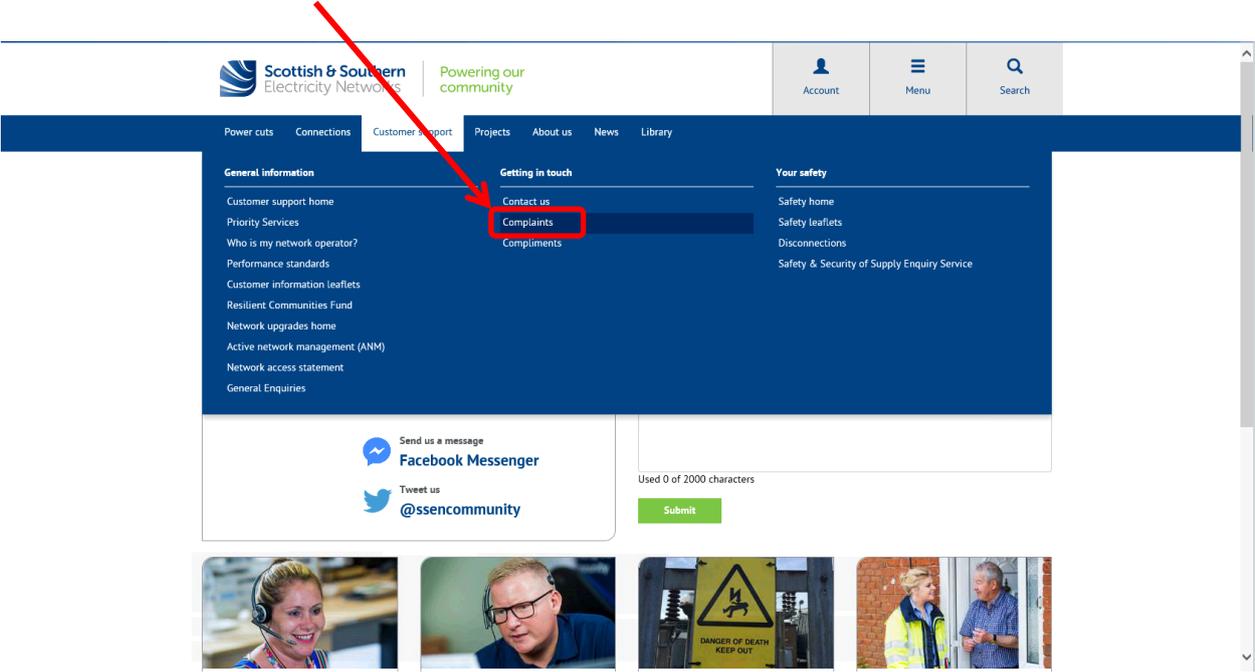
Contact us
You can contact us if you have any queries or problems, use our contact us page to find which number you need.
Contact us

General Enquiries
If you have a non emergency enquiry about our equipment or would like to see the types of jobs we can do for you, click below.
General Enquiries

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

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

54. Screenshot No. 54: SSEN website – ‘Customer support home’ page – Accessing ‘Complaints’



55. Screenshot No. 55: SSEN website – ‘Customer support home’ – ‘Complaints’ page

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

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 Electricity Networks: 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@ssen.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;

Scottish and Southern Electricity Networks	
Customer Relations Manager (South)	Customer Relations Manager (North)
Distribution	Distribution and Transmission
Watson Park	Inveralmond House
Watson Road	200 Dunkeld Road
Cosham	Perth
PO6 1UJ	PH1 3AQ

Scottish and Southern Electricity Networks is responsible for maintaining the electricity networks supplying homes and businesses north of the Central Belt of Scotland and central southern England.

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.

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](#)

19 Dec 2016
Complaints Handling Process

56. Screenshot No. 56: SSEN website – ‘Complaints’ page – Accessing ‘The Complaints Process’ for Distribution

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 Electricity Networks: 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@sse.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:

Scottish and Southern Electricity Networks	
Customer Relations Manager (South)	Customer Relations Manager (North)
Distribution	Distribution and Transmission
Walton Park	Inveralmond House
Walton Road	200 Dunkeld Road
Cosham	Perth
PD6 1UJ	PH1 3AQ

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](#)

[PDF](#) 19 Dec 2016
Complaints Handling Process

57. Screenshot No. 57: SSEN website – ‘Complaints’ – ‘The Complaints Process’ page for Distribution

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

Scottish & Southern Electricity Networks | Powering our community

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Power cuts | Connections | Customer support | Projects | About us | News | Library

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.

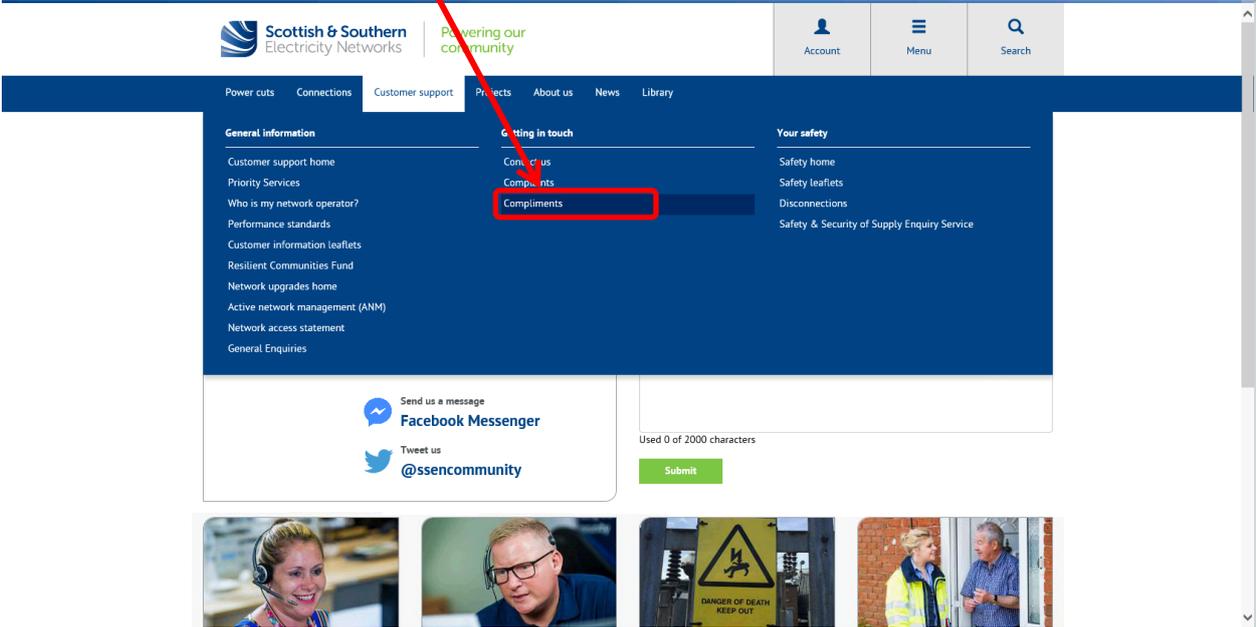
As part of resolving your complaint, we will offer you an explanation and an apology. We will also take remedial action and may award compensation in appropriate circumstances. A copy of our Complaints Handling Process can be accessed here.

Useful links

- > Customer support
- > Transmission complaints
- > If things go wrong
- > Our homepage
- > Contact us

19 Dec 2016
Complaints Handling Process

58. Screenshot No. 58: SSEN website – ‘Customer support home’ page – Accessing ‘Compliments’



59. Screenshot No. 59: SSEN website – ‘Customer support home’ – ‘Compliments’ page

<https://www.ssen.co.uk/iftthingsgoright/>

Scottish & Southern Electricity Networks | Powering our community

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Power cuts | Connections | Customer support | Projects | About us | News | Library

Compliments

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 8:00 am to 8:00 pm and Saturday 8:00 am to 5:00 pm:
Scottish and Southern Electricity Networks: 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 (you may notice that the e-mail address states complaints, we have one team to deal with complaints and compliments).

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

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

Scottish and Southern Electricity Networks Customer Relations Manager (South) Distribution Walton Park Walton Road Cosham PO6 1UJ	Scottish and Southern Electricity Networks Customer Relations Manager (North) Distribution and Transmission Inveralmond House 200 Dunkeld Road Perth PH1 3AQ
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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

60. Screenshot No. 60: SSEN website – ‘Customer support home’ – ‘Contact us’ page

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

Scottish & Southern Electricity Networks Powering our community

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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 the progress of your current enquiry.

[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/ Non Contestable work

[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	Twitter	Facebook
Scotland: 0800 300 999		

Follow us

61. Screenshot No. 61: SSEN website – ‘Generation Connections home’ page

<https://www.ssen.co.uk/GenerationConnectionsHome/>

Novation / Assignment

Throughout the development and build of your project, you may require the rights and obligations of your connection offer to be transferred to a third party. In order to achieve this, a legal document is required to capture the details and permissions of all parties involved. This document is known as a Novation (SEPD - England & Wales) or Assignment (SHEPD - Scotland) and must be completed by all parties. We have created a guide and template documents to Novation's & Assignations that can be found below. Please note the documents are not complete until we agree and sign each of the three copies.

[SEPD guide to Novation](#)

[SHEPD guide to Assignment](#)

Should you require any further help or advice on this process you can contact your relevant Commercial Contract Manager, as shown in the above links.

If the generation is provided for standby or back up use only and will have no operation in parallel with our network, then it will need an automatic changeover scheme or a manual changeover which must prevent parallel operation with our network.

If automatic, it must be fail-safe against parallel operation with our network. We will require a schematic and description of the proposed operation of your system, for approval prior to installation. In addition, you must inform your nominated supply company.

These will need to be emailed to mcc@sse.com

62. Screenshot No. 62: SSEN website – ‘Developers’ home page - Amending your Joint Operational Agreements (JOA)/ Site Responsibility Schedule (SRS)

<https://www.ssen.co.uk/Connections/Developers/JOAandSRS/>

The screenshot shows the SSEN website interface. At the top, there is a navigation bar with 'Account', 'Menu', and 'Search' options. Below this is a main navigation menu with links for 'Power cuts', 'Connections', 'Customer support', 'Projects', 'About us', 'News', and 'Library'. The main content area is titled 'Amending your Joint Operational Agreements (JOA)/ Site Responsibility Schedule (SRS)'. It contains a sub-header, a paragraph of text, a bulleted list of requirements, and a form titled 'Ask EDD (Experts in Design & Delivery)'. The form has input fields for 'Existing JOA Reference Number', 'Address', 'Postcode', and 'Questions'. A small image of a blue van is visible on the right side of the page.

63. Screenshot No. 63: SSEN website – ‘Unmetered Connections home’ page

<https://www.ssen.co.uk/UnmeteredSupplies/>

The screenshot shows the SSEN website 'Unmetered Connections' page. It features a large blue header with the text 'Unmetered connections' and an image of a power line. Below the header, there is a paragraph of text, a section titled 'Applying for unmetered connection services', and a 'Need help?' section with contact information. A small image of a power line is visible on the right side of the page.

Unmetered connections

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

Applying for unmetered connection services

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

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

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

To provide some clarity of the typical process a project will pass through we have created a **flowchart** along with a useful guide that you can download **here**.

If you would like a hard copy please fill in our ask EDD at the bottom right of this page and someone will contact you to have post the booklet out to you.

For new connections

Please note that the installation of an unmetered service is at the discretion of Scottish and Southern Electricity Networks, and may only be provided if there are excessive metering costs, access or safety concerns relating to the

Apply for unmetered connection services

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

- ▶ Online application
- ▶ Offline application

Self quote for unmetered connection services

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

- ▶ Online self quoting

Need help?

- Central southern England
0800 048 3516
- North of Scotland
0800 048 3515
- Email
Connections@sse.com

Write to us at: Connections and Engineering, Scottish and Southern Electricity Networks, Walton Park, Walton Road, Portsmouth PO6 1UJ

DUOs