

Contents

1. Screenshot No. 1: SSEN website – ‘Home’ page	3
2. Screenshot No. 2: SSEN website – ‘Home’ page to access ‘Connections home’	4
3. Screenshot No. 3: SSEN website – ‘Connections home’ page	5
4. Screenshot No. 4: SSEN website – ‘Connections home’ page to access ‘For Developers’	6
5. Screenshot No. 5: SSEN website – ‘Connections home’ – ‘For Developers’ page.....	7
6. Screenshot No. 6: SSEN website – ‘Connections home’ page to access ‘Connections – You Have a Choice’	8
7. Screenshot No. 7: SSEN website – ‘Connections – You Have a Choice’ page.....	9
8. Screenshot No. 8: SSEN website – ‘Connections – You Have a Choice’ page to access ‘You Have a Choice’ factsheet	10
9. Screenshot No. 9: SSEN website – ‘Connections – You Have a Choice’ page to access ‘Alternative Provider Search’	11
10. Screenshot No. 10: SSEN website – ‘Connections – You Have a Choice’ – ‘Alternative Provider Search’ page	12
11. Screenshot No. 11: SSEN website – ‘Connections home’ page to access ‘MPAN’	13
12. Screenshot No. 12: SSEN website – ‘MPAN’ page.....	14
13. Screenshot No. 13: SSEN website – ‘Connections home’ page to access ‘Competition in Connections’	15
14. Screenshot No. 14: SSEN website – ‘Competition in Connections’ page	16
15. Screenshot No. 15: SSEN website – ‘Competition in Connections’ page to access ‘Land Rights Requirements and Documentation’	17
16. Screenshot No. 16: SSEN website – ‘Competition in Connections’ – ‘Land Rights Requirements and Documentation’ page.....	18
17. Screenshot No. 17: SSEN website – ‘Competition in Connections’ – ‘Land Rights Requirements and Documentation’ page to access ‘SEPD Land Rights Documents’	19
18. Screenshot No. 18: SSEN website – ‘Competition in Connections’ – ‘Land Rights Requirements and Documentation’ page to access ‘SHEPD Land Rights Documents’	20
19. Screenshot No. 19: SSEN website – ‘Competition in Connections’ page to access ‘Network Adoption Process’	21
20. Screenshot No. 20: SSEN website – ‘Competition in Connections’ page to access ‘Alternative Providers Registration’	22
21. Screenshot No. 21: SSEN website – ‘Competition in Connections’ – ‘Alternative Providers Registration’ page	23
22. Screenshot No. 22: SSEN website – ‘Competition in Connections’ page to access ‘Secure Documents’	24
23. Screenshot No. 23: SSEN website – ‘Secure Documents’ – ‘Sign In’ page	25
24. Screenshot No. 24: SSEN website – ‘Secure Documents’ – ‘Terms and Conditions’ page	26
25. Screenshot No. 25: SSEN website – ‘Secure Documents’ – ‘Alternative Provider Network Information’ page.....	27
26. Screenshot No. 26: SSEN website – ‘Secure Documents’ – ‘POC Guidance Matrix’ page	28
27. Screenshot No. 27: SSEN website – ‘Secure Documents’ – ‘Design and Specification Documents’ page	29
28. Screenshot No. 28: SSEN website – ‘Secure Documents’ – ‘All G81 Documents’ page.....	30
29. Screenshot No. 29: SSEN website – ‘Secure Documents’ – ‘Unmetered Connections Documents’ page	31
30. Screenshot No. 30: SSEN website – ‘Secure Documents’ – ‘Low Voltage Cables and Terminations Documents’ page.....	32
31. Screenshot No. 31: SSEN website – ‘Secure Documents’ – ‘Secondary Distribution Substations Documents’ page.....	33
32. Screenshot No. 32: SSEN website – ‘Secure Documents’ – ‘6kV and 11kV Cables Documents’ page.....	34
33. Screenshot No. 33: SSEN website – ‘Secure Documents’ – ‘22kV and 33kV Cables and Terminations Documents’ page.....	35
34. Screenshot No. 34: SSEN website – ‘Secure Documents’ – ‘Operational Documents’ page.....	36

35. Screenshot No. 35: SSEN website – ‘Secure Documents’ – ‘Distribution Generation Documents’ page 37	
36. Screenshot No. 36: SSEN website – ‘Secure Documents’ – ‘Transmission Documents’ page	38
37. Screenshot No. 37: SSEN website – ‘Secure Documents’ – ‘Network Geographical Information System (GIS)’ page	39
38. Screenshot No. 38: SSEN website – ‘Secure Documents’ – ‘Network GIS’ – ‘England’ page	40
39. Screenshot No. 39: SSEN website – ‘Secure Documents’ – ‘Network GIS’ – ‘Scotland’ page	41
40. Screenshot No. 40: SSEN website – ‘Secure Documents’ – ‘HV Network Schematics’ page.....	42
41. Screenshot No. 41: SSEN website – ‘Secure Documents’ – ‘South Network Schematics’ page	43
42. Screenshot No. 42: SSEN website – ‘Secure Documents’ – ‘North Network Schematics’ page.....	44
43. Screenshot No. 43: SSEN website – ‘Secure Documents’ – ‘Network Rating and Loading Information’ page	45
44. Screenshot No. 44: SSEN website – ‘Secure Documents’ – ‘Network Rating and Loading Information’ – ‘South’ page.....	46
45. Screenshot No. 45: SSEN website – ‘Secure Documents’ – ‘Network Rating and Loading Information’ – ‘North’ page	47
46. Screenshot No. 46: SSEN website – ‘Home’ page to access ‘Customer support home’	48
47. Screenshot No. 47: SSEN website – ‘Customer support home’ page	49
48. Screenshot No. 48: SSEN website – ‘Customer support home’ page to access ‘Complaints’	50
49. Screenshot No. 49: SSEN website – ‘Customer support home’ – ‘Complaints’ page.....	51
50. Screenshot No. 50: SSEN website – ‘Complaints’ page to access ‘Complaints Handling Process – Distribution’	52
51. Screenshot No. 51: SSEN website – ‘Customer support home’ page to access ‘Compliments’	53
52. Screenshot No. 52: SSEN website – ‘Customer support home’ – ‘Compliments’ page	54
53. Screenshot No. 53: SSEN website – ‘Customer support home’ page to access ‘Contact us’	55
54. Screenshot No. 54: SSEN website – ‘Contact us’ page.....	56

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

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Search
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‘Look out, Look up!’

Farmers are being urged to ‘Look out, Look up!’ as we aim to raise safety awareness when working near overhead power lines and poles.

[Read more](#)

**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

Are we your distributor?

A distributor is different to your billing company.

Find out if we are your distributor (DNO) by entering your postcode below.

Find my distributor

Power cuts

Power cut support and advice

[Power cuts](#)



Priority Services

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

[Find out more](#)



Live updates on power cuts

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

[Live updates](#)



Help and advice

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

[Customer support](#)



Get connected

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

[Find out how](#)

Innovation

Find out more about our Future Networks Team

[Innovation](#)

Transmission

Visit our transmission website

[Transmission](#)

Useful Links

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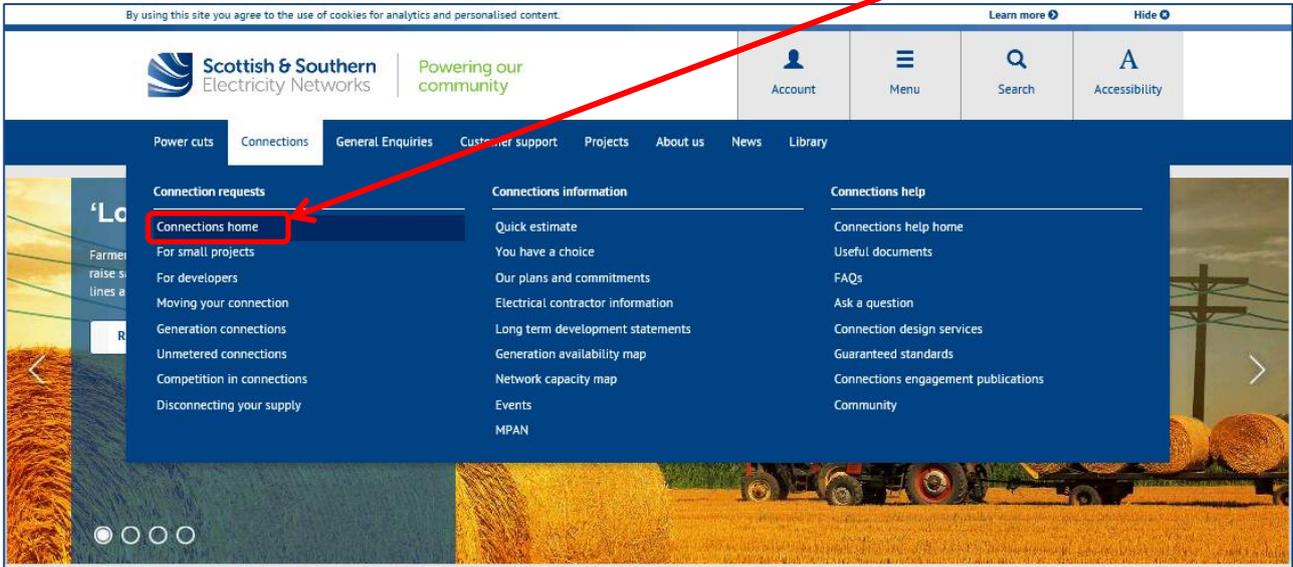
Emergency phone numbers

England: 0800 072 7282
Scotland: 0800 300 999

Social media

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



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

www.ssen.co.uk/Connections/

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Menu

Search

Accessibility

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Get Connected

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

Call us

0800 048 3516

Email us

connections@ssen.co.uk

Our promises to you...

Our Connections Customer Charter sets out our promises to you throughout your connection journey.

[Customer Charter](#)

Connection Offer Expenses

We're introducing Connection Offer Expenses to make the cost of connections fairer for all our customers.

[Connection Offer Expenses](#)

For developers

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

[For developers](#)

Small projects

You can apply online for up to four new connections.

[Small projects](#)

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.

[Quick estimate](#)

Apply online

Click below to apply online for a new small connection (1-4 connections).

[Small projects](#)

Contacts Guide -South

Find out who you need to contact regarding your new connection or project in central southern England.

[England](#)

Contacts Guide - North

Find out who you need to contact regarding your new connection or project in northern Scotland.

[Scotland](#)

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.

[Service alteration](#)

Generation connections

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

[Generation connections](#)

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.

[Unmetered connections](#)

ICPs and IDNOs

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

[Competition in connections](#)

Wayleaves and Consents

Click below for information on the land rights we may need to secure to allow us to complete your connection.

[Land Rights](#)

Diversions

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

[Diversions](#)

Connections help

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

[Connections help](#)

Plans and commitments

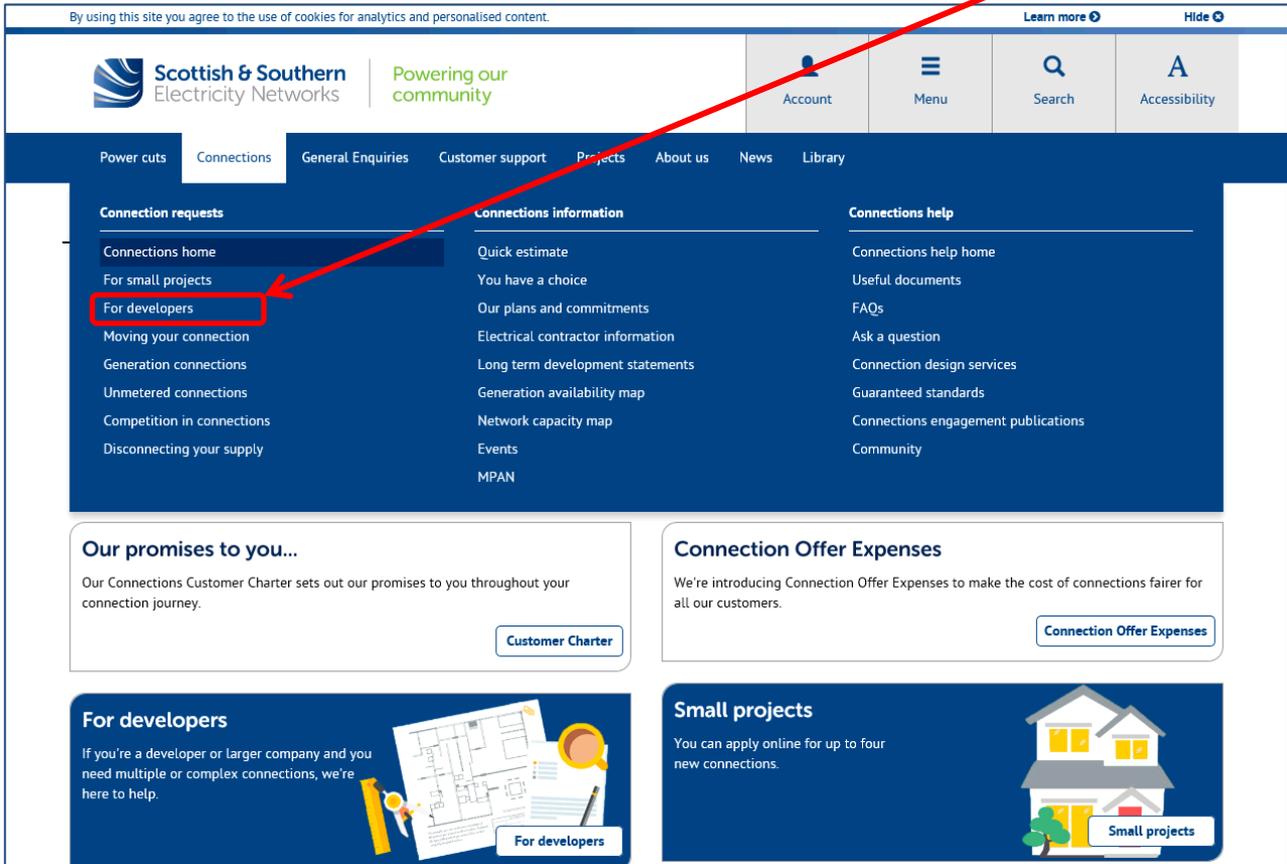
We constantly listen to feedback to improve the way we do things and issue plans and commitments around improving our business.

[Plans and commitments](#)

Connections Newsletter
England

Connections Newsletter
Scotland

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



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Connection requests

- [Connections home](#)
- [For small projects](#)
- [For developers](#)
- [Moving your connection](#)
- [Generation connections](#)
- [Unmetered connections](#)
- [Competition in connections](#)
- [Disconnecting your supply](#)

Connections information

- [Quick estimate](#)
- [You have a choice](#)
- [Our plans and commitments](#)
- [Electrical contractor information](#)
- [Long term development statements](#)
- [Generation availability map](#)
- [Network capacity map](#)
- [Events](#)
- [MPAN](#)

Connections help

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

Our promises to you...

Our Connections Customer Charter sets out our promises to you throughout your connection journey.

[Customer Charter](#)

Connection Offer Expenses

We're introducing Connection Offer Expenses to make the cost of connections fairer for all our customers.

[Connection Offer Expenses](#)

For developers

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

[For developers](#)

Small projects

You can apply online for up to four new connections.

[Small projects](#)

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

www.ssen.co.uk/Connections/Developers/

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Connection for developers

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

- ▶ [Learn more about designing your connection](#)
- ▶ [Learn more about being a building network operator](#)



Apply for a large project

Apply online for five or more new connections.

- ▶ [Online application](#)
- ▶ [Don't want to register?](#)
- ▶ [Multiple connection flowchart](#)

Did you know you have a choice?

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

- ▶ [Connections - your choice](#)



Connections help

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

- ▶ [Connections help](#)
- ▶ [Commercial Contract Managers - England](#)
- ▶ [Your Connection Contacts - Scotland](#)



Contact us

Call us on **0800 048 3516**

Email us at: connections@ssen.co.uk

- ▶ [Contact us](#)

58 new homes and businesses connected to our network every day



Information we need from you

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

- ▶ [Document checklist](#)



DUoS

Distribution Use of System (DUoS) charges apply to every connection to the distribution network. The 'Network Costs' account for approximately 25% of the average domestic electricity bill. To find out more about the rules and regulations we adhere to click below.

- ▶ [Distribution Use of System Charges](#)

Competition in Connections – Part Funded Reinforcement (PFR) Trial

A report setting out details of the proposed trial to allow Independent Connection Providers (ICPs) to deliver the reinforcement element of a project was submitted to Ofgem in early January 2018. Ofgem have now completed the review of our proposal and have made the decision to grant consent to our derogation from Section 6.15 of our [Connection Charging Methodology Statement \(CCMS\)](#), which excludes ICPs from carrying out non-contestable reinforcement. This allows SHEPD/SEPD to offer Part Funded Reinforcement to ICPs on a 3 year trial, subject to project and participant criteria being met.

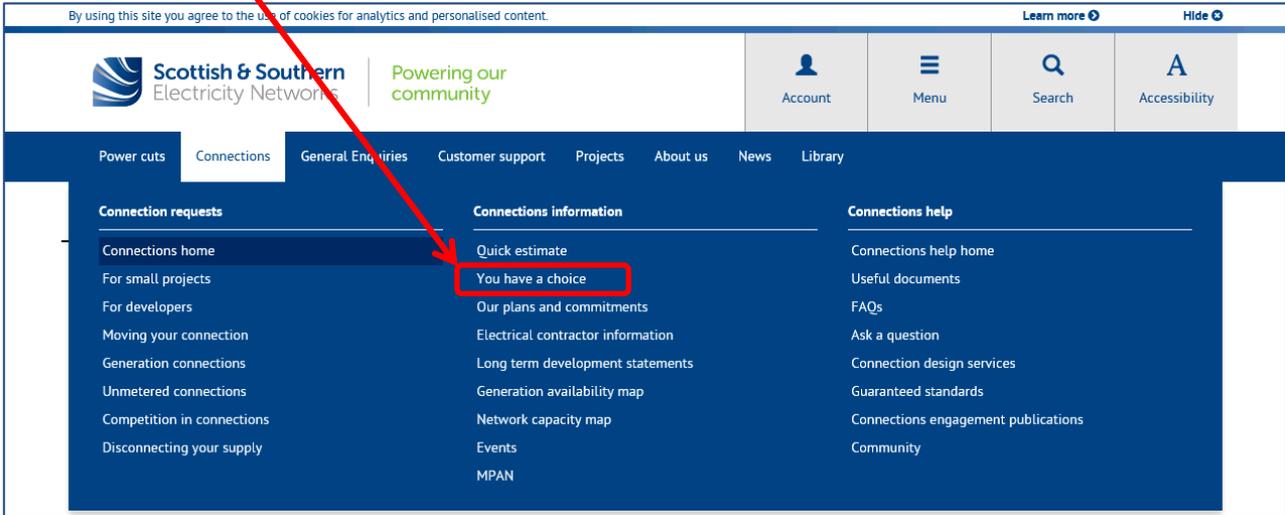
The official start date for the trial is [30th March 2018](#) and will end on [30th March 2021](#).

For details on the PFR trial and how ICPs can participate, please, refer to our [Competition in Connections](#) web page.

Useful links

- ▶ [Amending your Joint Operation Agreement \(JOA\) Site Responsibility Schedule \(SRS\)](#)
- ▶ [Land Rights Requirements and Documentation](#)
- ▶ [Single new connections](#)
- ▶ [Connections help](#)
- ▶ [Competition in connections](#)
- ▶ [Our plans and commitments](#)
- ▶ [Document checklist](#)
- ▶ [Our homepage](#)
- ▶ [Commercial Contract Managers - England](#)
- ▶ [Customer Connection Managers - Scotland](#)

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



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

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Menu

Search

Accessibility

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Projects
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News
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Your new connection
You have a choice

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

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

Your choices

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

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

Existing electricity network

New network

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

Developments

Street Lighting

Building Network Operators

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.

Download the You Have a Choice factsheet

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 switcher 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 use suitable sub-contractors to build the network.

Contacting other companies

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

[Alternative providers in our area](#)

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

To find out about ICPs:

[Lloyds register](#)

To find out about IDNOs:

[Ofgem](#)

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

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 ICPs / IDNOs and other alternative providers can be found at:

[Alternative providers in our area](#)

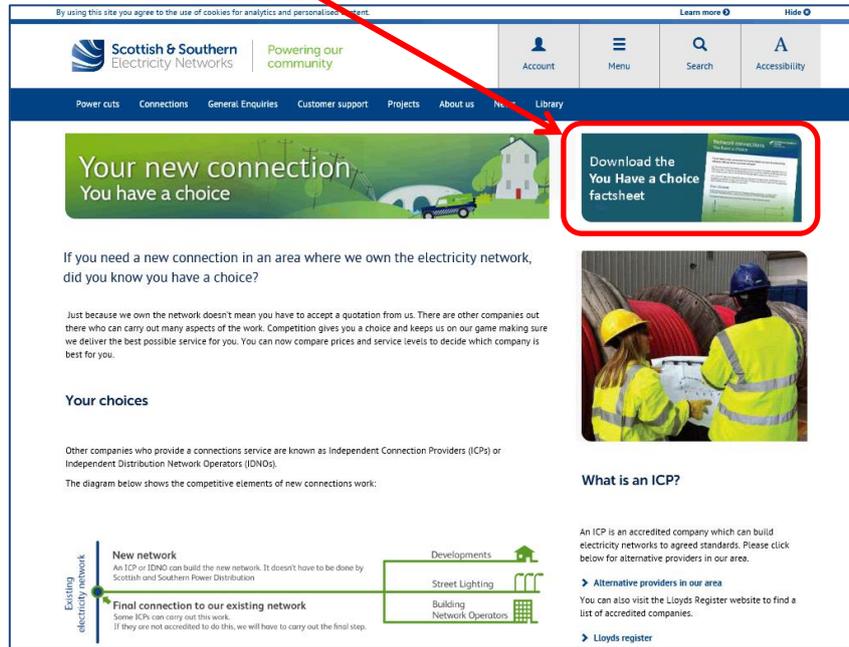
You can also use the link below:

[Lloyds register](#)

Your ICP / IDNO will then submit a design of their proposed 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.

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



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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:

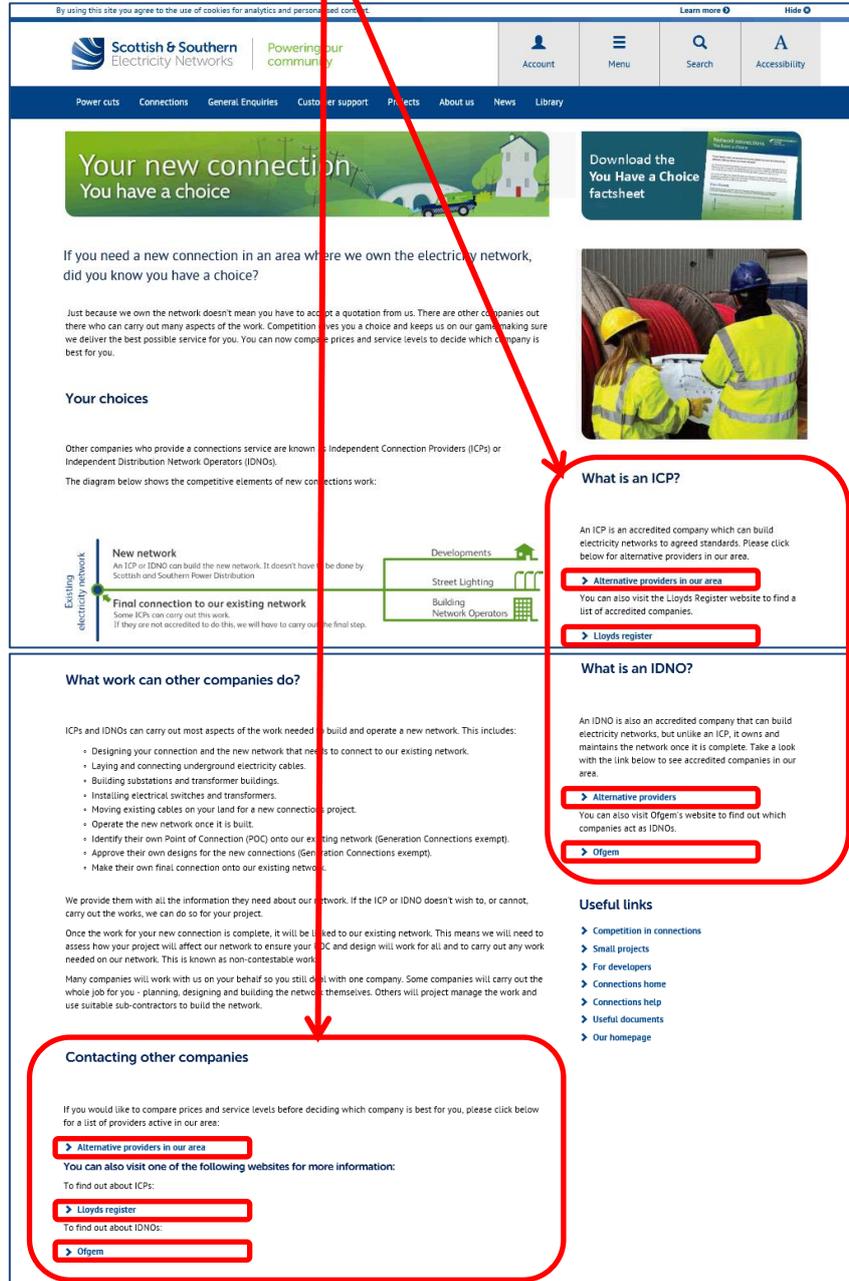
Existing electricity network	New network An ICP or IDNO can build the new network. It doesn't have to be done by Scottish and Southern Power Distribution	Developments Street Lighting
	Final connection to our existing network Some ICPs can carry out this work. If they are not accredited to do this, we will have to carry out the final step.	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](#)

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



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Your new connection You have a choice

Download the **You Have a Choice** factsheet

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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?

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

What work can other companies do?

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

- Designing your connection and the new network that needs to connect to our existing network.
- Laying and connecting underground electricity cables.
- Building substations and transformer buildings.
- Installing electrical switches and transformers.
- Moving existing cables on your land for a new connection 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 use suitable sub-contractors to build the network.

Contacting other companies

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

[Alternative providers in our area](#)

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

To find out about ICPs:

[Lloyds register](#)

To find out about IDNOs:

[Ofgem](#)

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

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Menu

Search

Accessibility

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Alternative Provider List

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

Legal Disclaimer

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

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




Filter

What country is your project in?

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.

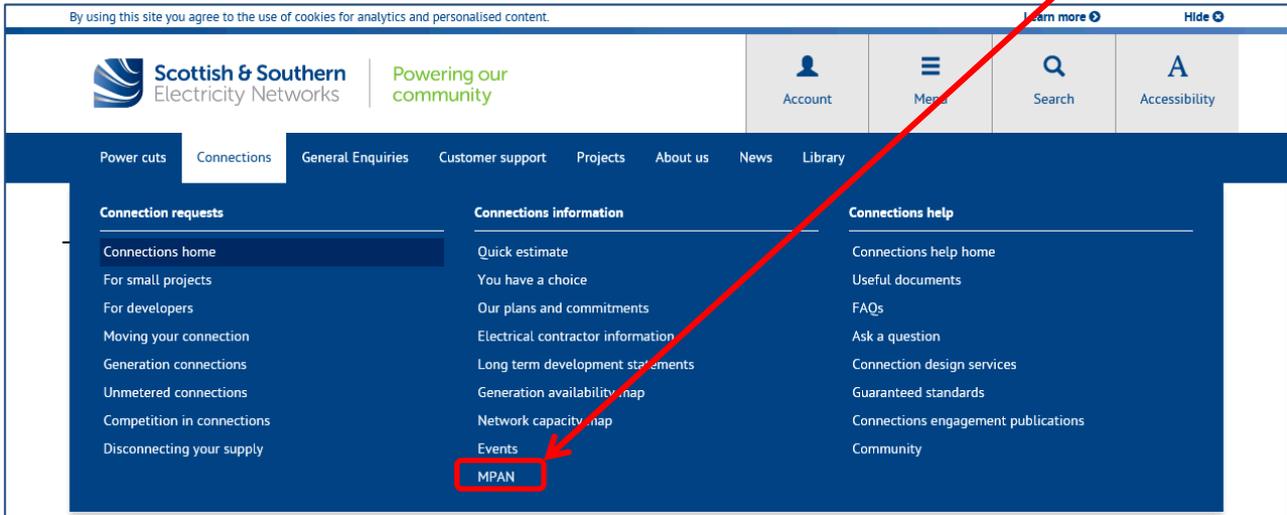
- Extra High Voltage (Cable)
- Extra High Voltage (Overhead)
- High Voltage (Cable)
- High Voltage (Overhead)
- Low Voltage
- Unmetered
- Electrical Design Works

Filter

Reset

Page 12 of 56

11. Screenshot No. 11: SSEN website – ‘Connections home’ page to access ‘MPAN’



12. Screenshot No. 12: SSEN website – ‘MPAN’ page

www.ssen.co.uk/MPAN/

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Account

Menu

Search

Accessibility

Power cuts
Connections
General Enquiries
Customer support
Projects
About us
News
Library

Meter Point Administration Number (MPAN)

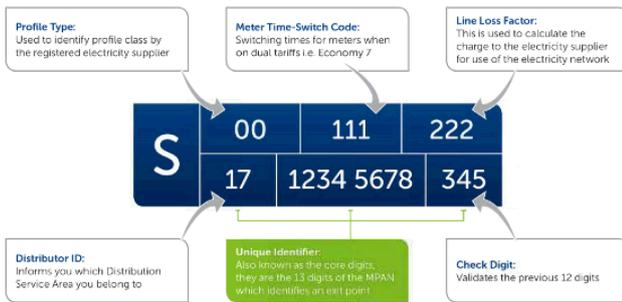
1. What is an MPAN?

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

Profile Type:
Used to identify profile class by the registered electricity supplier

Meter Time-Switch Code:
Switching times for meters when on dual tariffs i.e. Economy 7

Line Loss Factor:
This is used to calculate the charge to the electricity supplier for use of the electricity network



Distributor ID:
Informs you which Distribution Service Area you belong to

Unique Identifier:
Also known as the core digits, they are the 13 digits of the MPAN which identifies an exit point

Check Digit:
Validates the previous 12 digits

2. Where will I find an MPAN?

For existing properties:

MPANs can be found on energy bills.

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

For new properties:

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

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

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

Independent Distribution Network Operators (IDNOs)

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

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

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

MPAN Guides

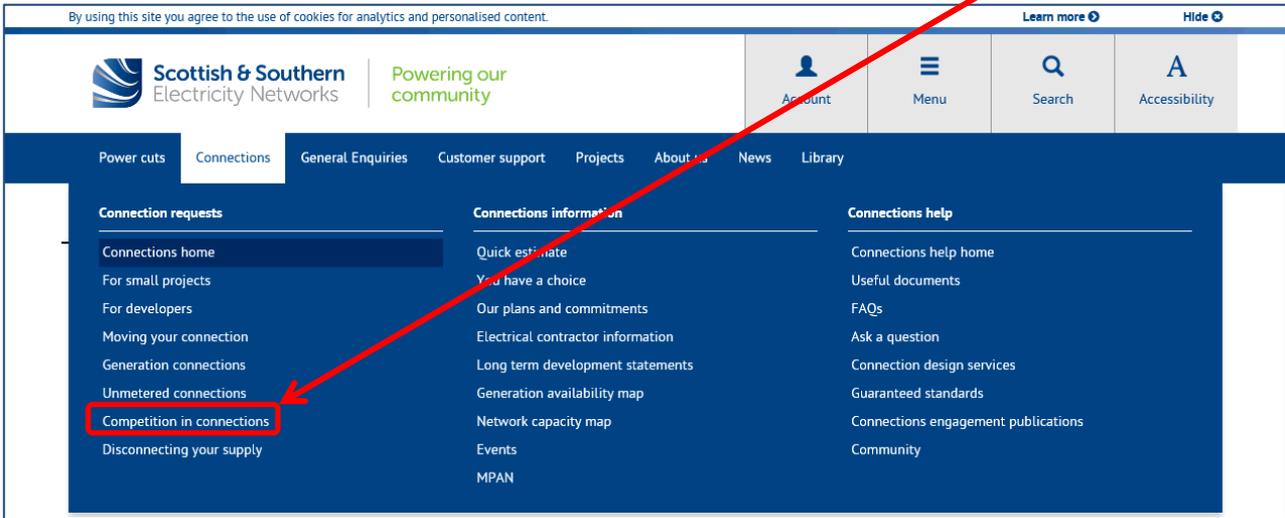
Please see below for our MPAN process guides.

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

13. Screenshot No. 13: SSEN website – ‘Connections home’ page to access ‘Competition in Connections’



14. Screenshot No. 14: SSEN website – ‘Competition in Connections’ page

www.ssen.co.uk/CompetitionInConnections/

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Account

Menu

Search

Accessibility

Power cuts
Connections
General Enquiries
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 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](#)

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

Access to specifications, network information and GIS

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

If you would like to receive our network mapping information in a Shape file please follow this process:

- [How to receive our maps](#)
- [Online documentation](#)

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](#)
- [Alternate Provider Register List](#)

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](#)

Model Distribution Safety Rules

The Model Distribution Safety Rules (MDSRs) are available from the Energy Networks Association (ENA) website. [Click here.](#)

ICPs/IDNOs own Distribution Safety Rules (DSRs)/Operational Safety Rules (OSRs) are to be sent to the following email address for review: DistributionSafetyRules@sse.com.

ICP-IDNO Newsletters

- [February 2018](#)
- [March 2017](#)
- [September 2016](#)
- [April 2016](#)
- [November 2015](#)
- [September 2015](#)

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

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

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

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

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

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

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.

Our annual CiC COP Report for 2017 is available [here](#).

Our annual CiC COP Report for 2016 is available [here](#).

Our network adoption process

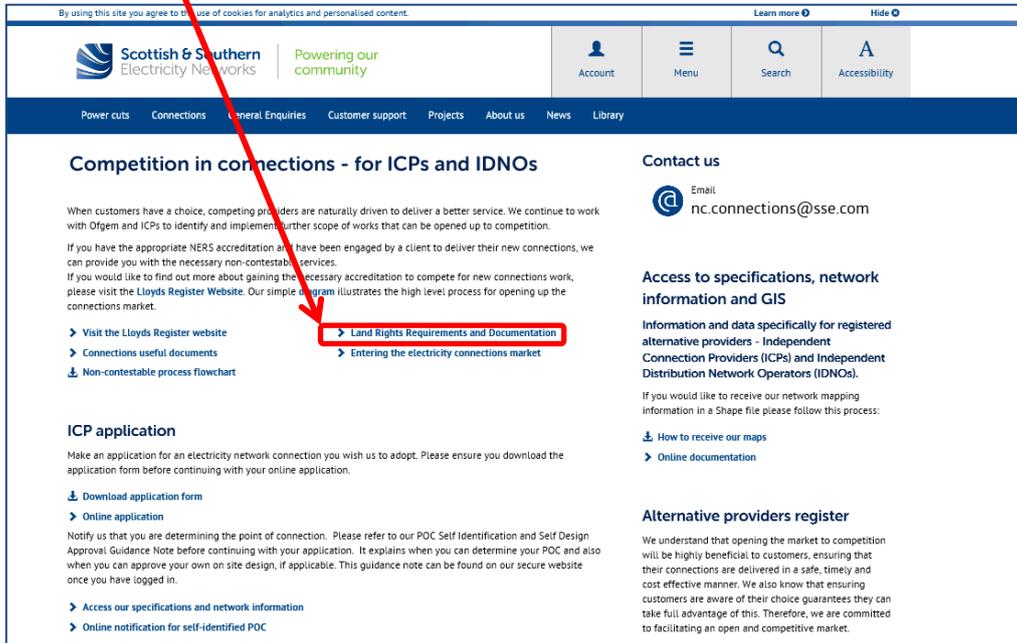
View our flow chart illustrating the adoption process for contestable works.

- [View our process](#)

Useful links

- [North and South Operational staff contact map](#)
- [Connections home](#)
- [Connections help](#)
- [For developers](#)
- [You have a choice](#)
- [Power cuts](#)
- [Library](#)
- [MPAN](#)
- [For small projects](#)
- [Generation connections](#)
- [Unmetered connections](#)
- [Useful documents](#)
- [Land rights requirements and documentation](#)
- [Stakeholder engagement events](#)

15. Screenshot No. 15: SSEN website – ‘Competition in Connections’ page to access ‘Land Rights Requirements and Documentation’



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Competition in connections - for ICPs and IDNOs

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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](#)
 - [Land Rights Requirements and Documentation](#)
 - [Entering the electricity connections market](#)
- [Non-contestable process flowchart](#)

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

Access to specifications, network information and GIS

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

If you would like to receive our network mapping information in a Shape file please follow this process:

- [How to receive our maps](#)
- [Online documentation](#)

Alternative providers register

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16. Screenshot No. 16: SSEN website – ‘Competition in Connections’ – ‘Land Rights Requirements and Documentation’ page

www.ssen.co.uk/landrights/

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Account

Menu

Search

Accessibility

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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](#)

Central southern England

Northern Scotland

Wayleaves guide for new connections

This guide will explain the procedure of acquiring Land Rights.

- [Central southern England Wayleave guide](#)
- [Northern Scotland Wayleave guide](#)
- [Wayleave & Consent Guide for Independent Connection Providers](#)

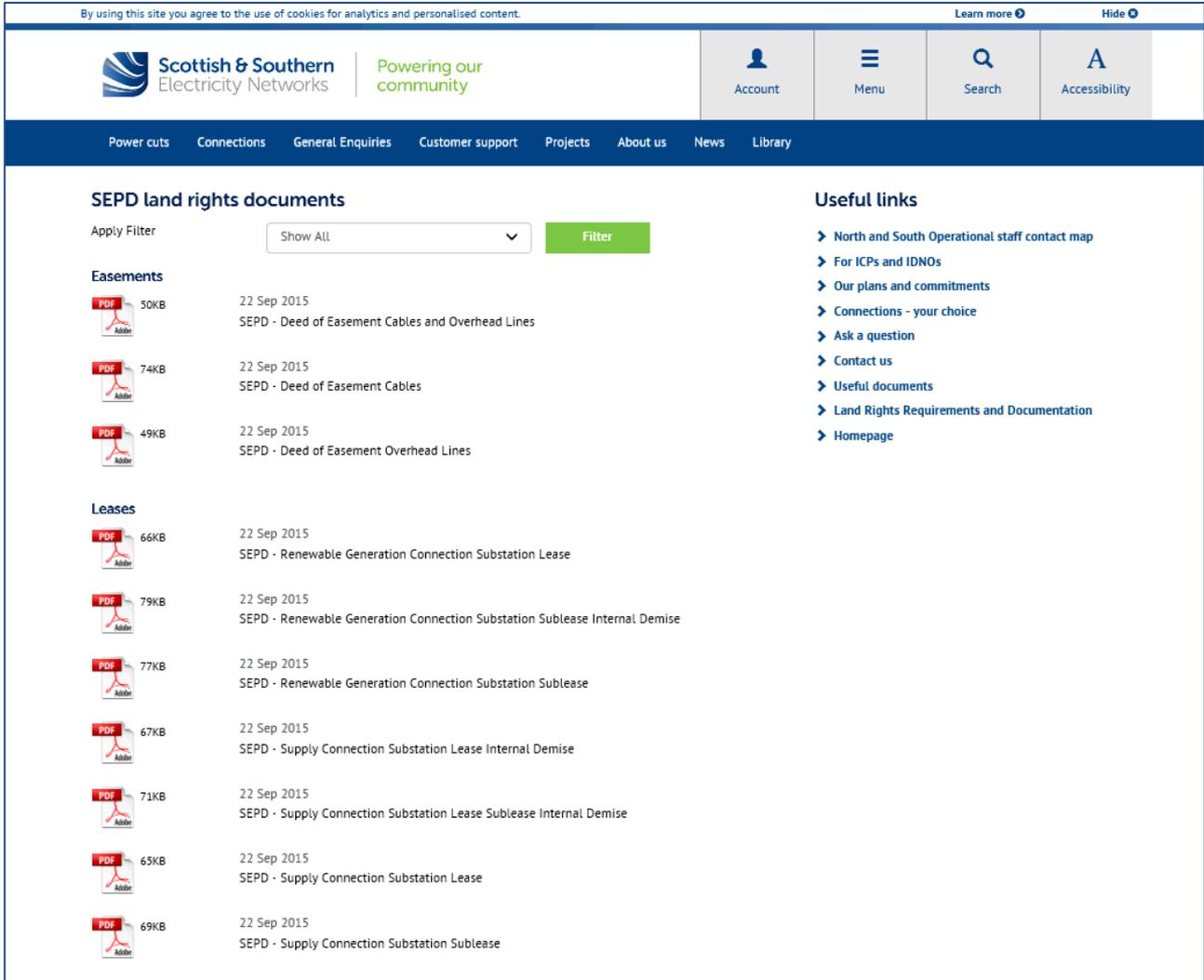
Useful Links

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

17. Screenshot No. 17: SSEN website – ‘Competition in Connections’ – ‘Land Rights Requirements and Documentation’ page to access ‘SEPD Land Rights Documents’

www.ssen.co.uk/LandRights/Library/SEPD/

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SEPD land rights documents

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Easements

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

Leases

-  66KB 22 Sep 2015
SEPD - Renewable Generation Connection Substation Lease
-  79KB 22 Sep 2015
SEPD - Renewable Generation Connection Substation Sublease Internal Demise
-  77KB 22 Sep 2015
SEPD - Renewable Generation Connection Substation Sublease
-  67KB 22 Sep 2015
SEPD - Supply Connection Substation Lease Internal Demise
-  71KB 22 Sep 2015
SEPD - Supply Connection Substation Lease Sublease Internal Demise
-  65KB 22 Sep 2015
SEPD - Supply Connection Substation Lease
-  69KB 22 Sep 2015
SEPD - Supply Connection Substation Sublease

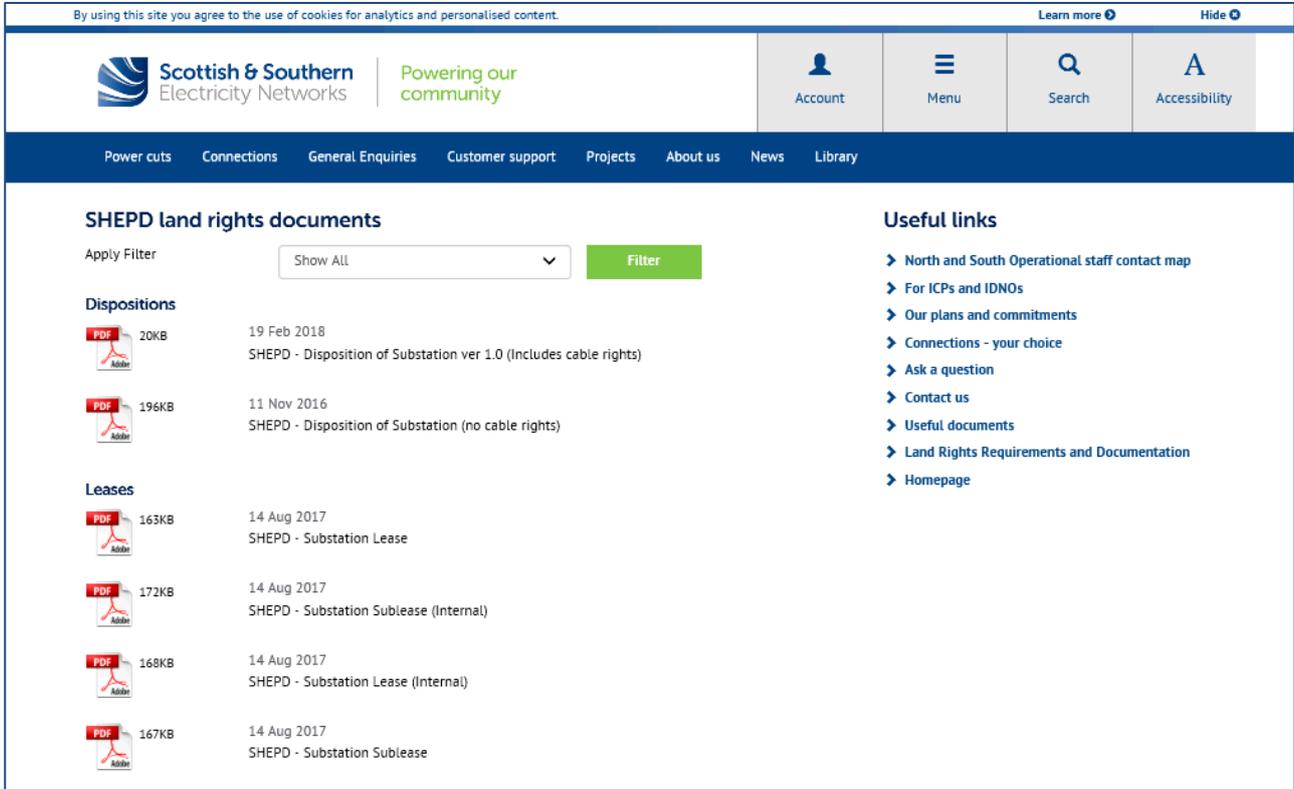
Useful links

- 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

18. Screenshot No. 18: SSEN website – ‘Competition in Connections’ – ‘Land Rights Requirements and Documentation’ page to access ‘SHEPD Land Rights Documents’

www.ssen.co.uk/LandRights/Library/SHEPD/

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SHEPD land rights documents

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Dispositions

	20KB	19 Feb 2018	SHEPD - Disposition of Substation ver 1.0 (Includes cable rights)
	196KB	11 Nov 2016	SHEPD - Disposition of Substation (no cable rights)

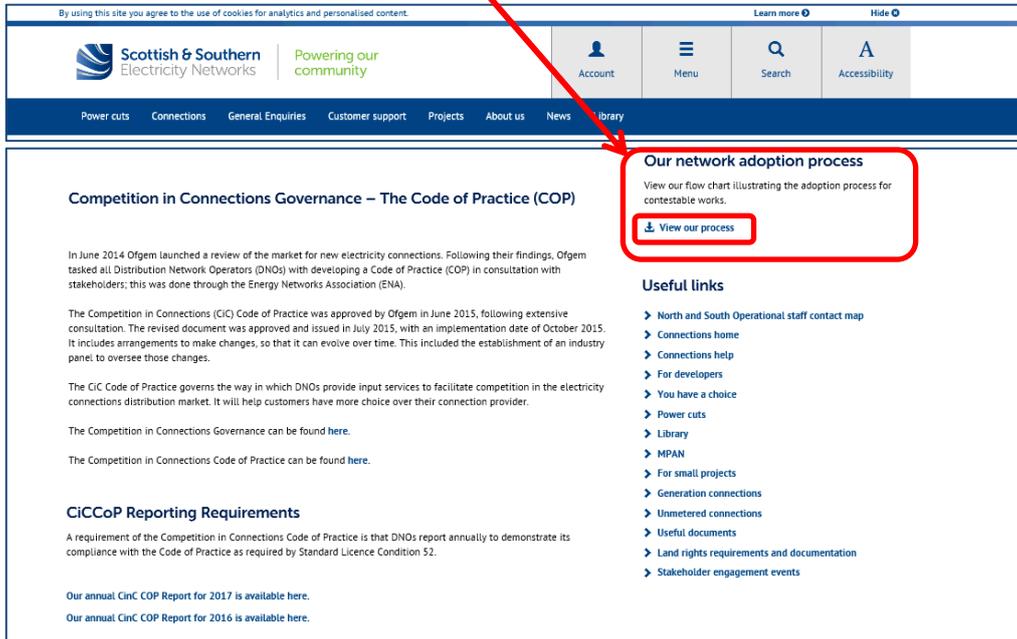
Leases

	163KB	14 Aug 2017	SHEPD - Substation Lease
	172KB	14 Aug 2017	SHEPD - Substation Sublease (Internal)
	168KB	14 Aug 2017	SHEPD - Substation Lease (Internal)
	167KB	14 Aug 2017	SHEPD - Substation Sublease

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

19. Screenshot No. 19: SSEN website – ‘Competition in Connections’ page to access ‘Network Adoption Process’



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

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

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

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

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

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

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.

[Our annual CiC COP Report for 2017 is available here.](#)

[Our annual CiC COP Report for 2016 is available here.](#)

Our network adoption process

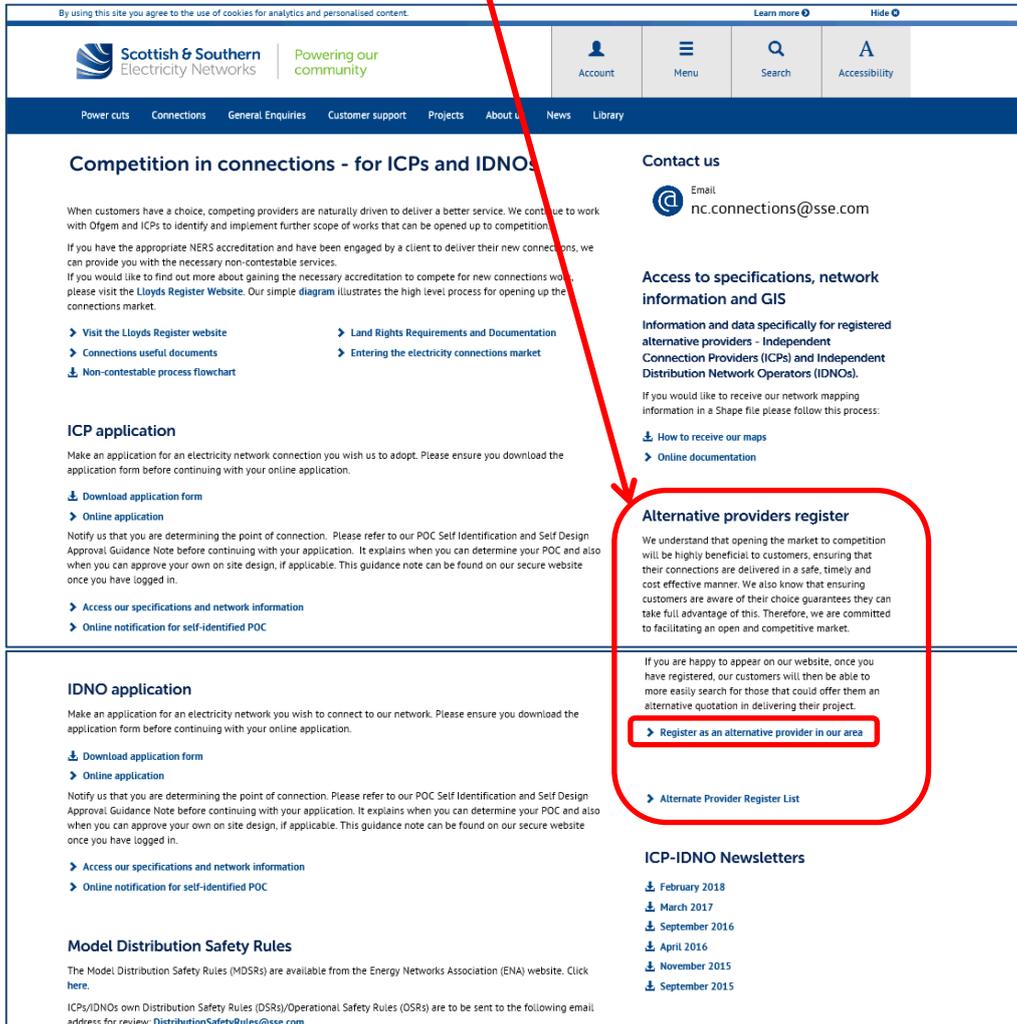
View our flow chart illustrating the adoption process for contestable works.

[View our process](#)

Useful links

- > [North and South Operational staff contact map](#)
- > [Connections home](#)
- > [Connections help](#)
- > [For developers](#)
- > [You have a choice](#)
- > [Power cuts](#)
- > [Library](#)
- > [MPAN](#)
- > [For small projects](#)
- > [Generation connections](#)
- > [Unmetered connections](#)
- > [Useful documents](#)
- > [Land rights requirements and documentation](#)
- > [Stakeholder engagement events](#)

20. Screenshot No. 20: SSEN website – ‘Competition in Connections’ page to access ‘Alternative Providers Registration’



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Competition in connections - for ICPs and IDNOs

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If you would like to find out more about gaining the necessary accreditation to compete for new connections works, 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](#)
- [Land Rights Requirements and Documentation](#)
- [Entering the electricity connections market](#)
- [Non-contestable process flowchart](#)

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](#)

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.

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- [Online notification for self-identified POC](#)

Model Distribution Safety Rules

The Model Distribution Safety Rules (MDSRs) are available from the Energy Networks Association (ENA) website. [Click here](#).

ICPs/IDNOs own Distribution Safety Rules (DSRs)/Operational Safety Rules (OSRs) are to be sent to the following email address for review: DistributionSafetyRules@sse.com.

Contact us

Email nc.connections@sse.com

Access to specifications, network information and GIS

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

If you would like to receive our network mapping information in a Shape file please follow this process:

- [How to receive our maps](#)
- [Online documentation](#)

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](#)
- [Alternate Provider Register List](#)

ICP-IDNO Newsletters

- [February 2018](#)
- [March 2017](#)
- [September 2016](#)
- [April 2016](#)
- [November 2015](#)
- [September 2015](#)

21. Screenshot No. 21: SSEN website – ‘Competition in Connections’ – ‘Alternative Providers Registration’ page

www.ssen.co.uk/AlternativeProviderRegistration/

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

Your Company Details

Company type

Company name *

Contact name

Address line 1 *

Address line 2

Address line 3

Address line 4

Address line 5

Phone number *

Email address *

Website

The Areas you work in:

Scotland

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



England

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

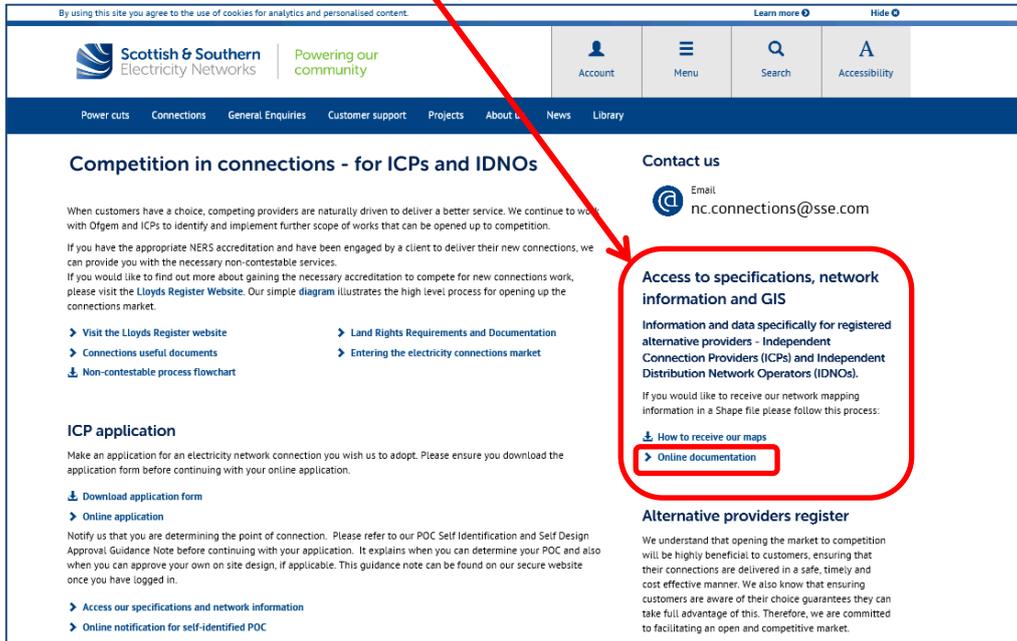


The Activities you wish to engage in:

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

[Register](#)

22. Screenshot No. 22: SSEN website – ‘Competition in Connections’ page to access ‘Secure Documents’



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Competition in connections - for ICPs and IDNOs

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

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.

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Contact us

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23. Screenshot No. 23: SSEN website – ‘Secure Documents’ – ‘Sign In’ page

www.ssen.co.uk/Forms/SignIn/?ReturnUrl=CompetitionInConnectionsSecureDocuments

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

Please log into your account

Email Address *

Password *

[Sign in](#)
[Forgotten your details?](#)

Need some help?

 **Call us on:**
0800 048 3516

 **Email us at:**
connections@ssen.co.uk

 **Download the**
'You have a choice'
factsheet

Trouble Logging In?
If you have not logged in to this web login account for 2 years it will have been automatically deactivated and you will need to **re-register**.

24. Screenshot No. 24: SSEN website – ‘Secure Documents’ – ‘Terms and Conditions’ page

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 (IDNDs)) 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-transferrable 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.

Severance:

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

Governing Law and Jurisdiction:

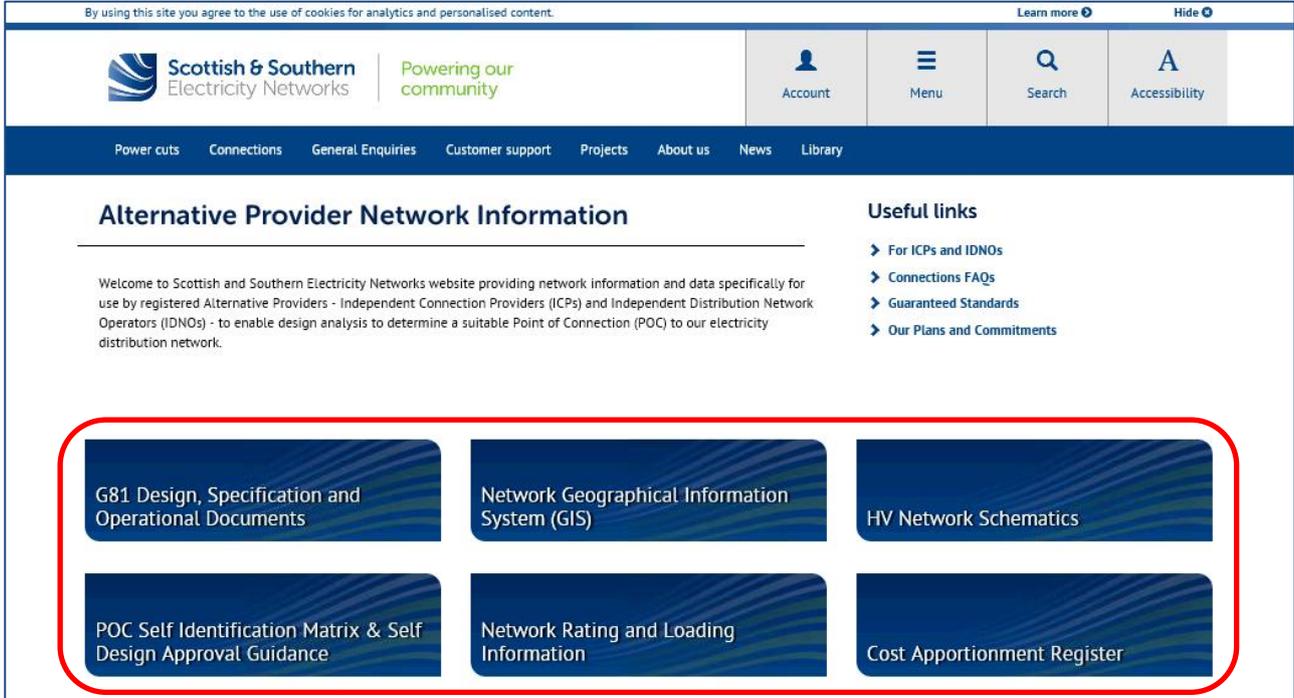
These terms and conditions and any dispute arising herein shall be governed by and construed in accordance with the laws of either England or Wales or Scotland depending on the country from which access is made, and subject to the exclusive jurisdiction of the English or Scottish Courts, whichever is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

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

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

25. Screenshot No. 25: SSEN website – ‘Secure Documents’ – ‘Alternative Provider Network Information’ page

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



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Account Menu Search Accessibility

Power cuts Connections General Enquiries Customer support Projects About us News Library

Alternative Provider Network Information

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

Useful links

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

G81 Design, Specification and Operational Documents

Network Geographical Information System (GIS)

HV Network Schematics

POC Self Identification Matrix & Self Design Approval Guidance

Network Rating and Loading Information

Cost Apportionment Register

26. Screenshot No. 26: SSEN website – ‘Secure Documents’ – ‘POC Guidance Matrix’ page

www.ssen.co.uk/CompetitionInConnections/POCGuidanceMatrix/

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Account


Menu


Search


Accessibility

Power cuts
Connections
General Enquiries
Customer support
Projects
About us
News
Library

POC Self Identification Matrix & Self Design Approval Guidance

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

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

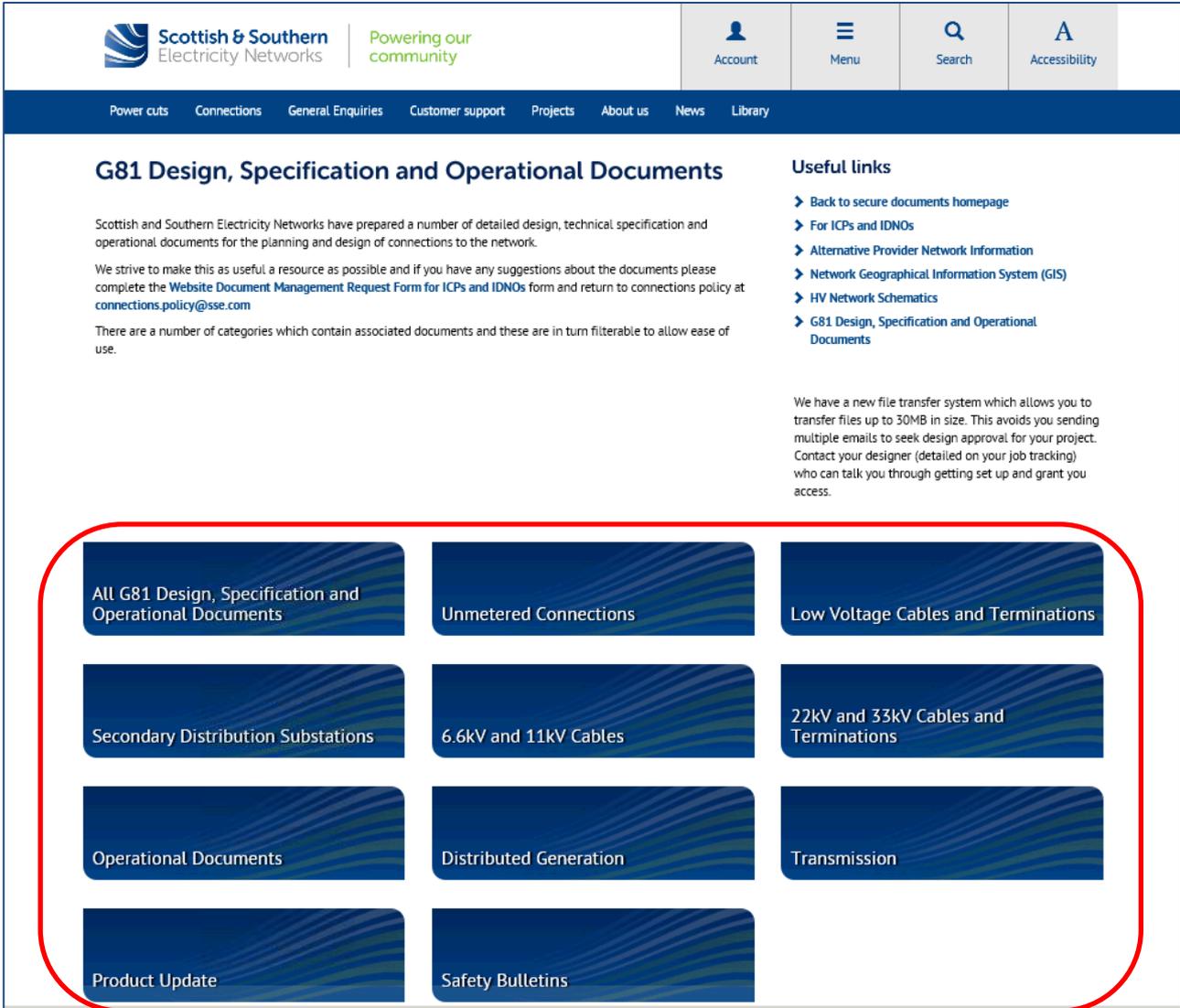
- [POC Self Identification Matrix](#)
- [POC Self Identification and Self Design Approval Guidance Note](#)

Useful links

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

27. Screenshot No. 27: SSEN website – ‘Secure Documents’ – ‘Design and Specification Documents’ page

www.ssen.co.uk/CompetitionInConnections/DesignAndSpecificationDocuments/



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 at 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	Unmetered Connections	Low Voltage Cables and Terminations
Secondary Distribution Substations	6.6kV and 11kV Cables	22kV and 33kV Cables and Terminations
Operational Documents	Distributed Generation	Transmission
Product Update	Safety Bulletins	

28. Screenshot No. 28: SSEN website – ‘Secure Documents’ – ‘All G81 Documents’ page

www.ssen.co.uk/CompetitionInConnections/G81Documents/

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Account

Menu

Search

Accessibility

Power cuts
Connections
General Enquiries
Customer support
Projects
About us
News
Library

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
 Cables
 Drawings
 Earthing
 Joints and Termination
 Miscellaneous
 Operational
 Planning and Design Guide
 Records
 Substation
 Testing and Commissioning

Filter

Cables

PDF

22 Jan 2018
TG-NET-CAB-001 Installation of Electricity Service, Intake and Distributor Cables up to and Including 33kV

PDF

21 Jan 2018
TG-NET-CAB-010 Electrical Constants for LV to 33 kV Underground Cables

PDF

21 Jan 2018
TG-NET-CAB-410 The Distribution Cable and LV Equipment Catalogue

PDF

FO-PS-188 Consent to Connect and Network Release, Parts 1-5

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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Page 30 of 56

29. Screenshot No. 29: SSEN website – ‘Secure Documents’ – ‘Unmetered Connections Documents’ page

www.ssen.co.uk/CompetitionInConnections/UnmeteredConnections/

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Unmetered Connections



This section contains the relevant documents for designing street lighting:

Unmetered Connections documents

Apply Filter Filter

Cables

-  21 Jan 2018
TG-NET-CAB-009 Load Ratings of LV to 33 kV Underground Cables
-  21 Jan 2018
TG-NET-CAB-001 Installation of Electricity Service, Intake and Distributor Cables up to and Including 33kV
-  21 Jan 2018
TG-NET-CAB-010 Electrical Constants for LV to 33 kV Underground Cables
-  21 Jan 2018
TG-NET-CAB-410 The Distribution Cable and LV Equipment Catalogue
-  FO-PS-188 Consent to Connect and Network Release, Parts 1-5

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](#)

30. Screenshot No. 30: SSEN website – ‘Secure Documents’ – ‘Low Voltage Cables and Terminations Documents’ page

www.ssen.co.uk/CompetitionInConnections/LowVoltageCablesAndTerminations/



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Account

Menu

Search

Accessibility

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

Low Voltage Cables and Terminations



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

Low Voltage Cables and Terminations Documents

Apply Filter Show All Filter

Cables

	24 Jun 2018 TG-NET-CAB-007 Cleats for use with Cables in Buildings
	21 Jan 2018 TG-NET-CAB-009 Load Ratings of LV to 33 kV Underground Cables
	21 Jan 2018 TG-NET-CAB-001 Installation of Electricity Service, Intake and Distributor Cables up to and including 33kV
	21 Jan 2018 TG-NET-CAB-010 Electrical Constants for LV to 33 kV Underground Cables
	21 Jan 2018 TG-NET-CAB-410 The Distribution Cable and LV Equipment Catalogue
	FO-PS-188 Consent to Connect and Network Release, Parts 1-5

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](#)

Page 32 of 56

31. Screenshot No. 31: SSEN website – ‘Secure Documents’ – ‘Secondary Distribution Substations Documents’ page

www.ssen.co.uk/CompetitionInConnections/SecondaryDistributionSubstations/

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Account

Menu

Search

Accessibility

Power cuts
Connections
General Enquiries
Customer support
Projects
About us
News
Library



Secondary 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](#)

Secondary Distribution Substations Documents

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Cables			
	21 Jan 2018	TG-NET-CAB-009	Load Ratings of LV to 33 kV Underground Cables
	21 Jan 2018	TG-NET-CAB-001	Installation of Electricity Service, Intake and Distributor Cables up to and Including 33kV
	21 Jan 2018	TG-NET-CAB-010	Electrical Constants for LV to 33 kV Underground Cables
	21 Jan 2018	TG-NET-CAB-410	The Distribution Cable and LV Equipment Catalogue

32. Screenshot No. 32: SSEN website – ‘Secure Documents’ – ‘6kV and 11kV Cables Documents’ page

www.ssen.co.uk/CompetitionInConnections/6kVand11kV/



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Account

Menu

Search

Accessibility

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



6.6kV and 11kV 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](#)

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

6.6kV and 11kV Documents

Apply Filter

Cables

	24 Jun 2018 TG-NET-CAB-007 Cleats for use with Cables in Buildings
	22 Jan 2018 TG-NET-CAB-011 Short Circuit Ratings of 6.6 kV to 33 kV Underground Cables
	21 Jan 2018 TG-NET-CAB-009 Load Ratings of LV to 33 kV Underground Cables
	21 Jan 2018 TG-NET-CAB-001 Installation of Electricity Service, Intake and Distributor Cables up to and Including 33kV
	21 Jan 2018 TG-NET-CAB-010 Electrical Constants for LV to 33 kV Underground Cables
	21 Jan 2018 TG-NET-CAB-410 The Distribution Cable and LV Equipment Catalogue

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

www.ssen.co.uk/CompetitionInConnection/22kVand33kV/

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Account Menu Search Accessibility

Power cuts Connections General Enquiries Customer support Projects About us News Library



22kV and 33kV Cables and Terminations

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

22kV and 33kV Cables and Terminations Documents

Apply Filter Filter

Cables

	22 Jan 2018 TG-NET-CAB-011 Short Circuit Ratings of 6.6 kV to 33 kV Underground Cables
	21 Jan 2018 TG-NET-CAB-009 Load Ratings of LV to 33 kV Underground Cables
	21 Jan 2018 TG-NET-CAB-001 Installation of Electricity Service, Intake and Distributor Cables up to and including 33kV
	21 Jan 2018 TG-NET-CAB-010 Electrical Constants for LV to 33 kV Underground Cables
	21 Jan 2018 TG-NET-CAB-410 The Distribution Cable and LV Equipment Catalogue

Useful links

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

34. Screenshot No. 34: SSEN website – ‘Secure Documents’ – ‘Operational Documents’ page

www.ssen.co.uk/CompetitionInConnections/OperationalDocuments/

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community


Account


Menu


Search


Accessibility

Power cuts
Connections
General Enquiries
Customer support
Projects
About us
News
Library

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](#)

35. Screenshot No. 35: SSEN website – ‘Secure Documents’ – ‘Distribution Generation Documents’ page

www.ssen.co.uk/CompetitionInConnections/DistributedGeneration/

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Powering our
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Account

Menu

Search

Accessibility

Power cuts
Connections
General Enquiries
Customer support
Projects
About us
News
Library



Distributed Generation

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

Distributed Generation documents

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Cables

	22 Jan 2018 TG-NET-CAB-011 Short Circuit Ratings of 6.6 kV to 33 kV Underground Cables
	21 Jan 2018 TG-NET-CAB-009 Load Ratings of LV to 33 kV Underground Cables
	21 Jan 2018 TG-NET-CAB-001 Installation of Electricity Service, Intake and Distributor Cables up to and Including 33kV
	21 Jan 2018 TG-NET-CAB-010 Electrical Constants for LV to 33 kV Underground Cables
	21 Jan 2018 TG-NET-CAB-410 The Distribution Cable and LV Equipment Catalogue

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](#)

Page 37 of 56

36. Screenshot No. 36: SSEN website – ‘Secure Documents’ – ‘Transmission Documents’ page

www.ssen.co.uk/CompetitionInConnections/Transmission/

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Account
Menu
Search
Accessibility

Power cuts
Connections
General Enquiries
Customer support
Projects
About us
News
Library



Transmission

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

Transmission documents

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Cables



22 Jan 2018

TG-NET-CAB-011 Short Circuit Ratings of 6.6 kV to 33 kV Underground Cables



21 Jan 2018

TG-NET-CAB-009 Load Ratings of LV to 33 kV Underground Cables



21 Jan 2018

TG-NET-CAB-001 Installation of Electricity Service, Intake and Distributor Cables up to and including 33kV



21 Jan 2018

TG-NET-CAB-010 Electrical Constants for LV to 33 kV Underground Cables



21 Jan 2018

TG-NET-CAB-410 The Distribution Cable and LV Equipment Catalogue

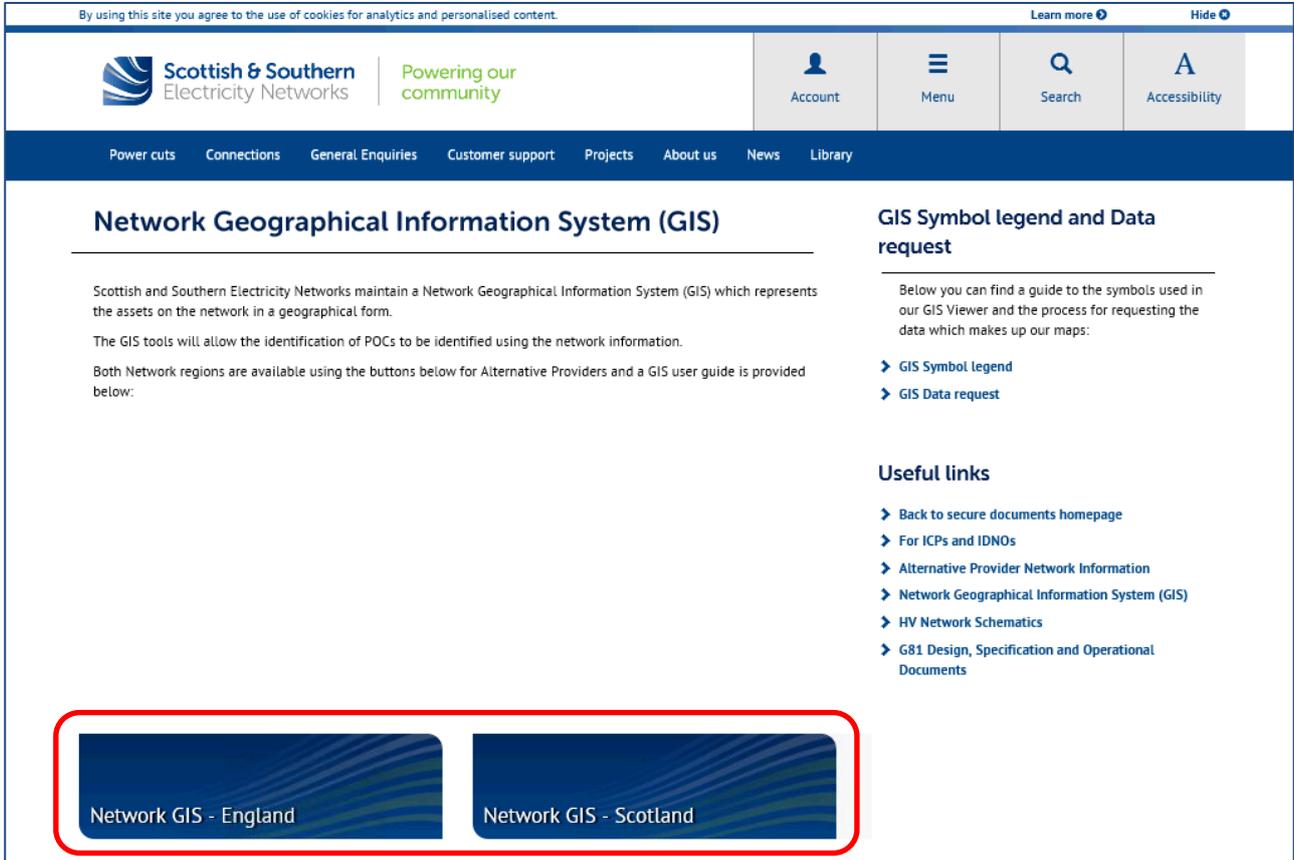
Useful links

- [▶ 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](#)

Page 38 of 56

37. Screenshot No. 37: SSEN website – ‘Secure Documents’ – ‘Network Geographical Information System (GIS)’ page

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](#)

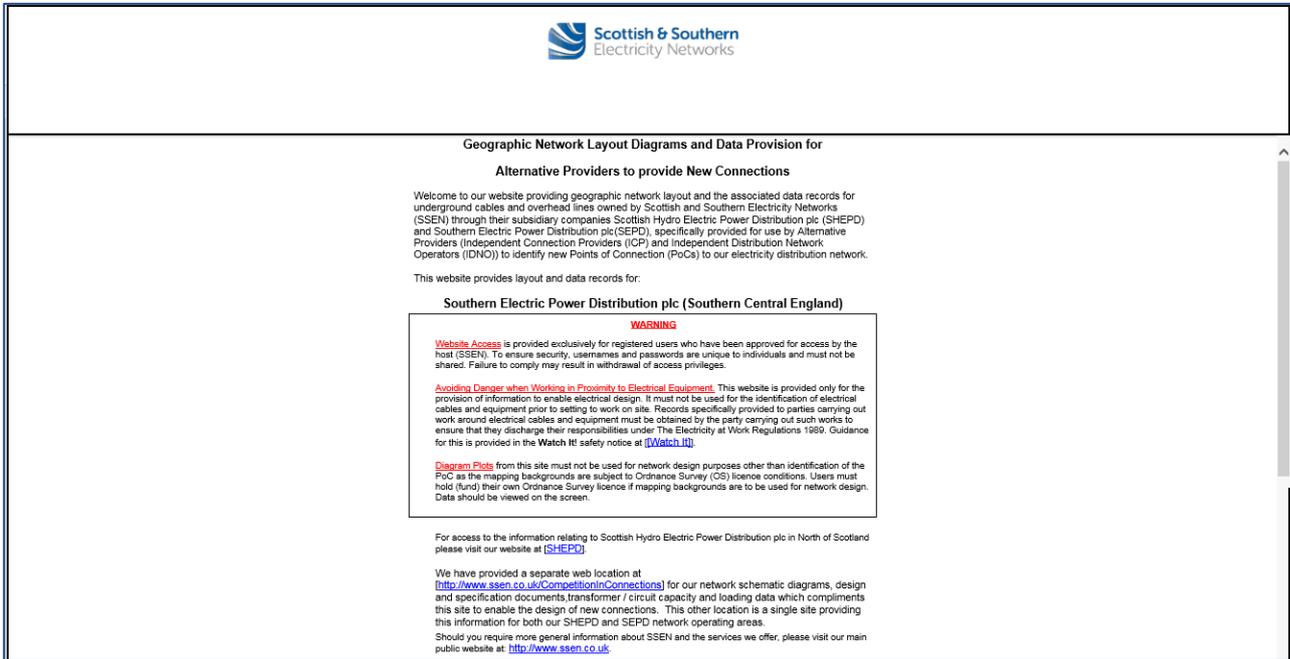
Useful links

- [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](#)

38. Screenshot No. 38: SSEN website – ‘Secure Documents’ – ‘Network GIS’ – ‘England’ page

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



The screenshot shows a web page with the following content:

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.

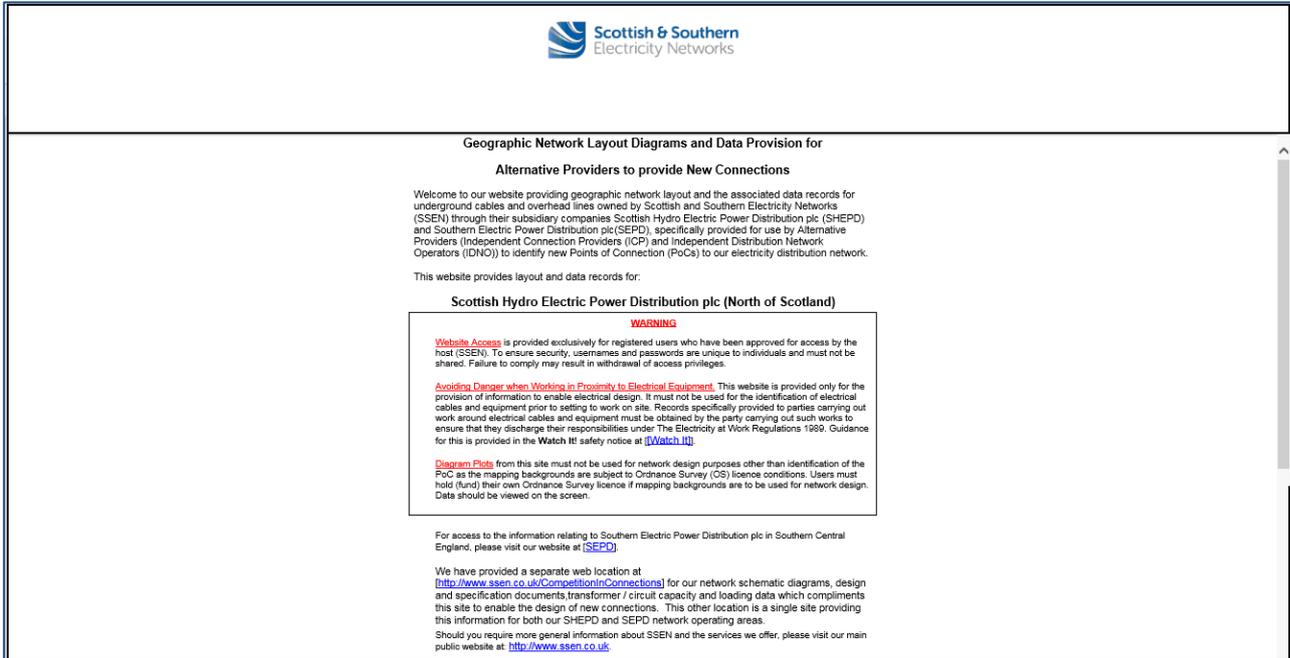
For access to the information relating to Scottish Hydro Electric Power Distribution plc in North of Scotland please visit our website at [\[SHEPD\]](#).

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>.

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

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



The screenshot shows a web page with the following content:

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>.

40. Screenshot No. 40: SSEN website – ‘Secure Documents’ – ‘HV Network Schematics’ page

www.ssen.co.uk/CompetitionInConnections/HVNetworkSchematics/

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Account Menu Search Accessibility

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

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](#)

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

www.ssen.co.uk/CompetitionInConnections/SEPDHVNetworkSchematics/

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Electricity Networks

Powering our
community


Account


Menu


Search


Accessibility

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

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

	SSEN South – System Diagrams August
	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](#)

42. Screenshot No. 42: SSEN website – ‘Secure Documents’ – ‘North Network Schematics’ page

www.ssen.co.uk/CompetitionInConnections/SHEPDHVNetworkSchematics/

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Electricity Networks

Powering our
community


Account


Menu


Search


Accessibility

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

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

	16MB	05 Jun 2018	All 11kV Combined 040618
			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](#)

43. Screenshot No. 43: SSEN website – ‘Secure Documents’ – ‘Network Rating and Loading Information’ page

www.ssen.co.uk/CompetitionInConnections/NetworkRatingandLoading/

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Electricity Networks

Powering our
community


Account


Menu


Search


Accessibility

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

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, 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.

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

Southern Electric Power Distribution network

Scottish Hydro Electric Power Distribution network

Useful links

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

44. Screenshot No. 44: SSEN website – ‘Secure Documents’ – ‘Network Rating and Loading Information’ – ‘South’ page

www.ssen.co.uk/CompetitionInConnections/NetworkRatingAndLoading/SEPD/

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

[Power cuts](#) [Connections](#) [General Enquiries](#) [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](#)

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

www.ssen.co.uk/CompetitionInConnections/NetworkRatingAndLoading/SHEPD/

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Account Menu Search Accessibility

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

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.

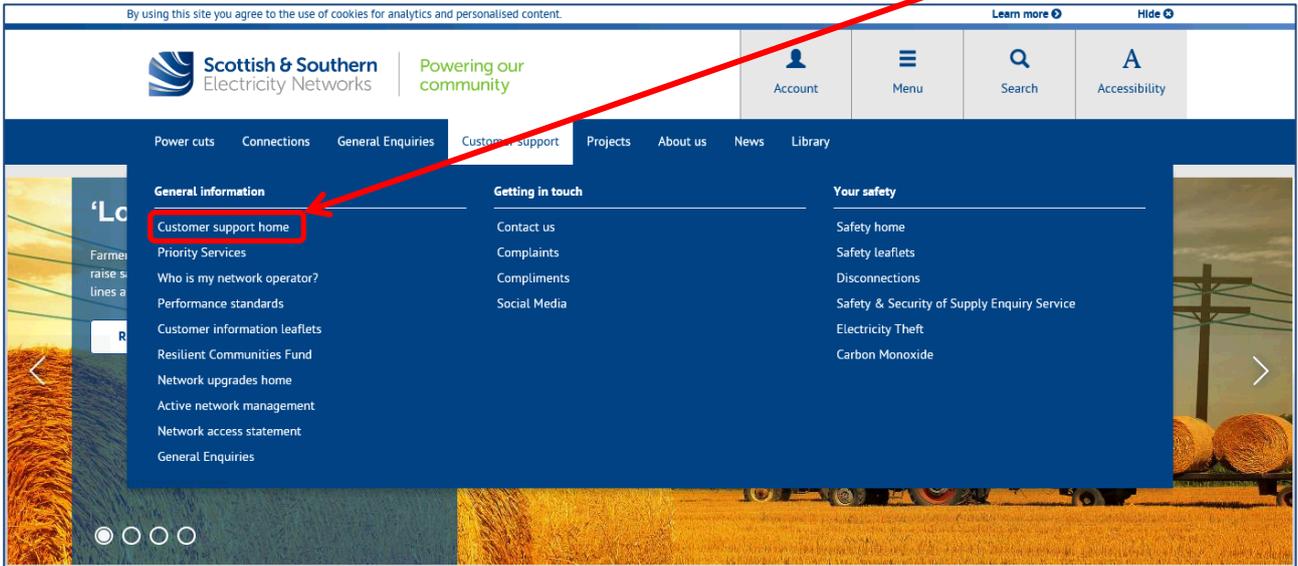
For user guidance notes on using the network data please see the embedded guide in the documents below:

- [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](#)

46. Screenshot No. 46: SSEN website – ‘Home’ page to access ‘Customer support home’



47. Screenshot No. 47: SSEN website – ‘Customer support home’ page

www.ssen.co.uk/Customersupport/

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Scottish & Southern
Electricity Networks

Powering our community

[Account](#)

[Menu](#)

[Search](#)

[Accessibility](#)

Power cuts
Connections
General Enquiries
Customer support
Projects
About us
News
Library

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

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

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

Useful Links

[Accessibility](#)

[Using this website](#)

[Contact us](#)

[Careers](#)

[SSE.com](#)

[Privacy Notice](#)

[Cookie Policy](#)

[Refund Policy](#)

POWER CUT?
CALL 105

Emergency phone numbers

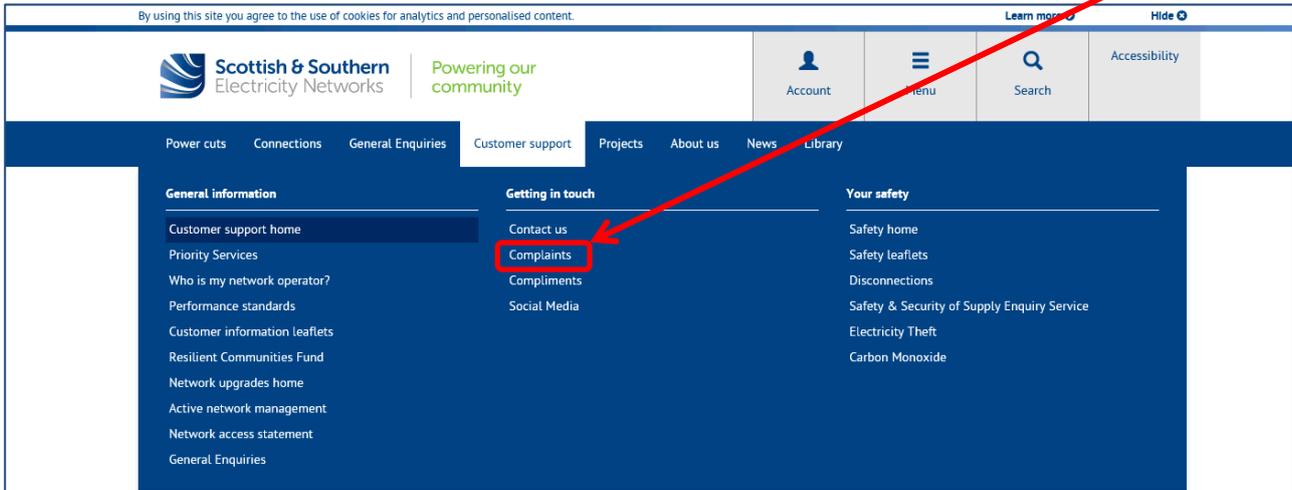
England: 0800 072 7282

Scotland: 0800 300 999

Social media

Page 49 of 56

48. Screenshot No. 48: SSEN website – ‘Customer support home’ page to access ‘Complaints’



49. Screenshot No. 49: SSEN website – ‘Customer support home’ – ‘Complaints’ page

www.ssen.co.uk/Complaints/

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Powering our community

Account

Menu

Search

Power cuts
Connections
General Enquiries
Customer support
Projects
About us
News
Library

Complaints

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

We always aim to provide a 10 out of 10 service to every customer that contact us. We do understand that sometimes, we don't do things the way customers want us to, and we love to hear about these situations as we can learn from them and hopefully provide you with satisfactory resolution.

All our staff are highly trained to offer you the best possible customer service and will do their utmost 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 in line with [Ofgem's Quality of Service Guaranteed Standards](#).

If you're complaint is relating to your bill, meter or anything regarding your electricity/gas account, you should contact your energy supplier. Their details can be found on your most recent bill.

How to raise a complaint

We've made it as easy as possible for you to contact us with a complaint.

By phone - 8am - 8pm (Mon-Fri) & 8am - 5pm (Sat)
0800 980 1395

Our Complaints Process

Our process is here to ensure that we provide you with a resolution to your complaint in a timely and fair manner.

You should find everything you need on this page. If you wish to view our full complaints handling process, please use the links below:

- [Complaints Handling Process - Distribution](#)
- [Complaints Handling Process - Transmission](#)

Online

Complete our complaints form

By email

customercomplaints@ssen.co.uk

By post or in person

If you'd rather write to us, you can do so using the address below. You can also visit us in person if you like

- [Portsmouth \(England\) Office](#)
- [Perth \(Scotland\) Office](#)

Compliments

If you're looking to make a compliment rather than a complaint, we have a dedicated page that'll allow you to do just that.

[Compliments](#)

Ombudsman services

Find out what you need to do if you'd like the Energy Ombudsman to look at your complaint.

[Ombudsman services](#)

Customer support

We're committed to providing you with a 10 out of 10 service. Our customer support page will provide advice on the many ways we can help you.

[Customer support](#)

1	<p>Initial contact</p> <p>You can raise a complaint with us by phone, email, post or even online and a member of our dedicated complaints team will be happy to help.</p> <p style="font-size: 8px;">When you call us with a problem, our staff will attempt to resolve matters there and then.</p> <p style="font-size: 8px;">If you email or write to us, we aim to resolve matters with 2 working days. We may call you to do this.</p>	DAY 1*
2	<p>Complaints Team</p> <p>If you're still unhappy after our initial contact with you, we'll spend the first 10 days trying to find a resolution for you.</p> <p style="font-size: 8px;">During this time the Head of Region for your area will be involved every day and an independent reviewer will ensure all options have been considered to resolve your complaint as quickly and effectively as possible.</p>	DAY 1-10*
3	<p>Executive Complaints Team</p> <p>If the complaint is still unresolved after 10 days, we will pass the complaint to our Executive Complaints Team.</p> <p style="font-size: 8px;">Our Executive Complaints Team are a specialist team who will spend time to look into your complaint and see if there's something they can do to help find a resolution.</p>	DAY 10-31*
4	<p>Senior Manager Review</p> <p>If after 31 days, you're still unhappy with what we've done, a senior manager or Head of Business Area will take on your complaint to investigate.</p> <p style="font-size: 8px;">The senior manager or Head of Business Area will work with you to find a suitable resolution and if you're still unhappy will discuss the next steps for you. This is the final internal stage of our Complaints Handling Process.</p>	DAY 31+*
5	<p>'Deadlock' - The Energy Supply Ombudsman</p> <p>If we cannot agree a suitable resolution within 8 weeks, or if all options have been exhausted prior to the 8 week point, your complaint can be deadlocked.</p> <p style="font-size: 8px;">Once we 'deadlock' a complaint, you will be sent a letter that allows you to contact the Energy Ombudsman. They will carry out an independent investigation on your behalf. Any decision they make will be binding on us, but not on you.</p>	8 WEEKS*

* All time scales are expected to be discussed and agreed with customers and therefore may vary depending on circumstances.

Page 51 of 56

50. Screenshot No. 50: SSEN website – ‘Complaints’ page to access ‘Complaints Handling Process – Distribution’

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Account Menu Search

Power cuts Connections General Enquiries Customer support Projects About us News Library

Complaints

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

We always aim to provide a 10 out of 10 service to every customer that contact us. We do understand that sometimes, we don't do things the way customers want us to, and we love to hear about these situations as we can learn from them and hopefully provide you with satisfactory resolution.

All our staff are highly trained to offer you the best possible customer service and will do their utmost 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 in line with [Ofgem's Quality of Service Guaranteed Standards](#).

If you're complaint is relating to your bill, meter or anything regarding your electricity/gas account, you should contact your energy supplier. Their details can be found on your most recent bill.

How to raise a complaint

We've made it as easy as possible for you to contact us with a complaint.

By phone - 8am - 8pm (Mon-Fri) & 8am - 5pm (Sat)
0800 980 1395

Online
Complete our complaints form

By email
customercomplaints@ssen.co.uk

By post or in person

If you'd rather write to us, you can do so using the address below. You can also visit us in person if you like

- ▶ **Portsmouth (England) Office**
- ▶ **Perth (Scotland) Office**

Our Complaints Process

Our process is here to ensure that we provide you with a resolution to your complaint in a timely and fair manner.

You should find everything you need on this page. If you wish to view our full complaints handling process, please use the links below:

- [Complaints Handling Process - Distribution](#)
- [Complaints Handling Process - Transmission](#)

1 Initial contact

You can raise a complaint with us by phone, email, post or even online and a member of our dedicated complaints team will be happy to help.

When you call us with a problem, our staff will attempt to resolve matters there and then.

If you email or write to us, we aim to resolve matters with 2 working days. We may call you to do this.

DAY 1*

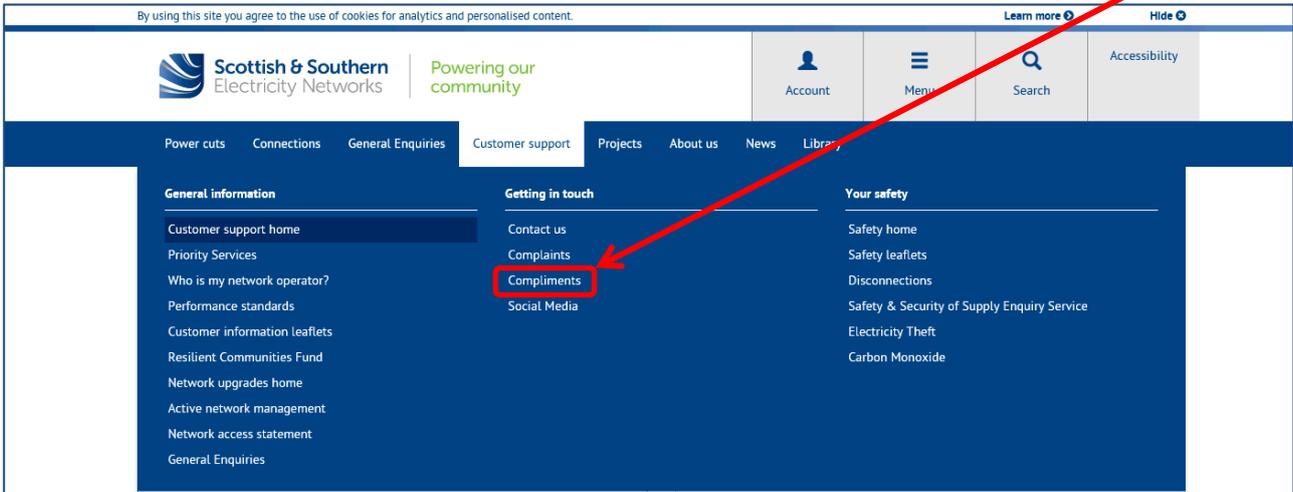
2 Complaints Team

If you're still unhappy after our initial contact with you, we'll spend the first 10 days trying to find a resolution for you.

During this time the Head of Region for your area will be involved every day and an independent reviewer will ensure all options have been considered to resolve your complaint as quickly and effectively as possible.

DAY 1-10*

51. Screenshot No. 51: SSEN website – ‘Customer support home’ page to access ‘Compliments’



52. Screenshot No. 52: SSEN website – ‘Customer support home’ – ‘Compliments’ page

www.ssen.co.uk/ifthingsgoright/

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Hide

Scottish & Southern
Electricity Networks

Powering our
community

Account

Menu

Search

Power cuts
Connections
General Enquiries
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.

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

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.

Useful links

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

Leave us a compliment

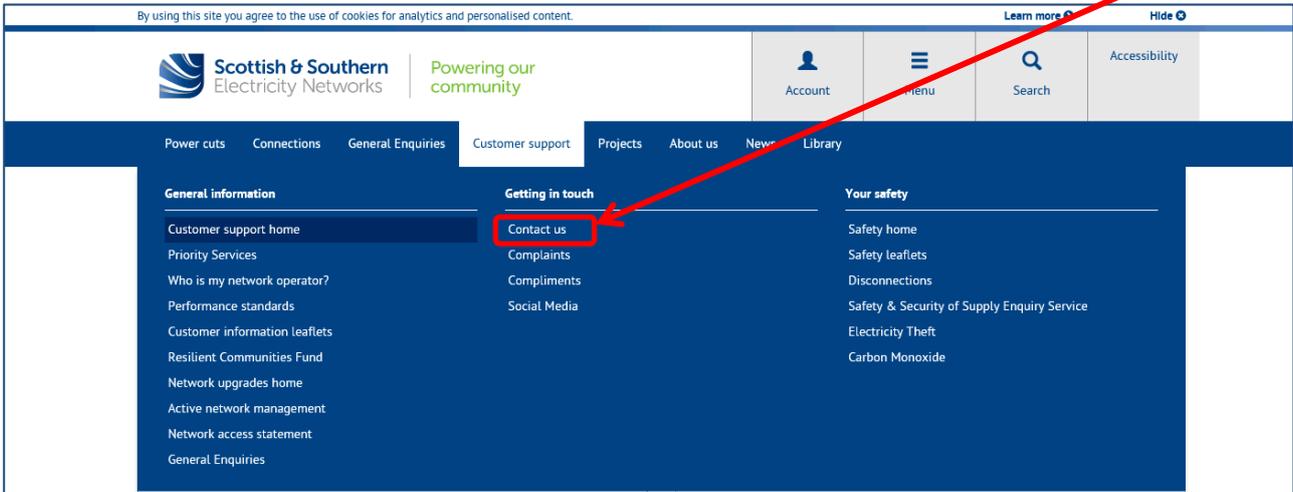
We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to record your compliment in accordance with our privacy policy. For more information on how we collect and process your data, please see our privacy notice, www.ssen.co.uk/PrivacyNotice/.

Used 0 of 2000 characters

Submit

Page 54 of 56

53. Screenshot No. 53: SSEN website – ‘Customer support home’ page to access ‘Contact us’



54. Screenshot No. 54: SSEN website – ‘Contact us’ page

www.ssen.co.uk/contactus/

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Powering our
community

Account

Menu

Search

Power cuts
Connections
General Enquiries
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](#)

New connections and service alterations

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

[Contact details](#)

Generation connections - Less than 50kW

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

[Contact details](#)

Generation connections - Greater than 50kW

For any generation applications greater than 50kW.

[Contact details](#)

Commissioning information

Contact details for both G59 and G83 connections.

[Contact details](#)

Unmetered supplies

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

[Contact details](#)

Contestable/ 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

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Using this website SSE.com Cookie Policy

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Emergency phone numbers

England: 0800 072 7282

Scotland: 0800 300 999

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Page 56 of 56