

# Incentive on Connections Engagement submission for 2018

Looking Back 2017/18

Looking Forward 2018/19 combined

## Summary



**Scottish & Southern**  
Electricity Networks

# Contents

- Welcome..... 3
- Who we are and what we do..... 4
- Stakeholder Engagement Strategy.....5
- Engagement outcomes.....6
- Looking Back 2017/18.....7
- Looking Back summary.....8
- Looking Forward 2018/19..... 10
- Origin of Work Plan commitments.....10
- How we develop our actions..... 11
- Looking Forward 2018/19 Work Plan....12

# About this document

This is a summary of the combined Scottish Hydro Electric Power Distribution and Southern Electric Power Distribution submission towards the Incentive on Connections Engagement for 2018. The full report can be viewed on our website at [www.ssen.co.uk/ICE/](http://www.ssen.co.uk/ICE/) .



# Welcome

**A core principle of our business is putting the customer first, and this means listening, assessing and responding to feedback. To make sure we continue to get better at what we do, it's critical that our connections engagement goes beyond building relationships. Wherever feasible it must translate to real actions, that you can see, and outcomes that have a positive impact in your dealings with us.**

As chair of our Connections Customer Steering Panel I value the opportunity to speak to you directly about your experiences and how our business can better support you. Hearing your views is hugely important to myself and the team. As networks and the markets evolve over time, so will the challenges you, our customers, face. It's vital that we engage with you to make sure we find solutions that suit your short, medium and long term needs, improves efficiency and customer service in connections.

I am proud of our extensive programme of connections engagement this year, reaching in total 3,457 stakeholders in total and capturing their feedback.

I would like to thank everyone who has engaged with us to date, and encourage you to continue to 'have your say' on our future plans. Our engagement is fundamental to ensuring we continue to be a customer focused organisation, able to recognise and adapt to connection stakeholders' needs today and in the future.

As such, you have our commitment as a team to continue to listen, invest time and effort in you, our connections stakeholders and act on your feedback.



**Colin Nicol,**  
Managing Director  
Networks



# Who we are and what we do

As a Distribution Network Operator we own and operate two electricity distribution licence areas, one in the north of Scotland and the other in central southern England.



## Scottish Hydro Electric Power Distribution (SHEPD) -

operates in the north of Scotland and safely delivers electricity to around 770,000 customers across a quarter of the UK landmass. This attracts unique challenges in terms of both distance and terrain. As well as serving the major population centres of Aberdeen, Dundee, Inverness and Perth, we use more than 100 subsea cable links to connect to most Scottish islands including the Inner and Outer Hebrides, Arran and the Orkney Islands.

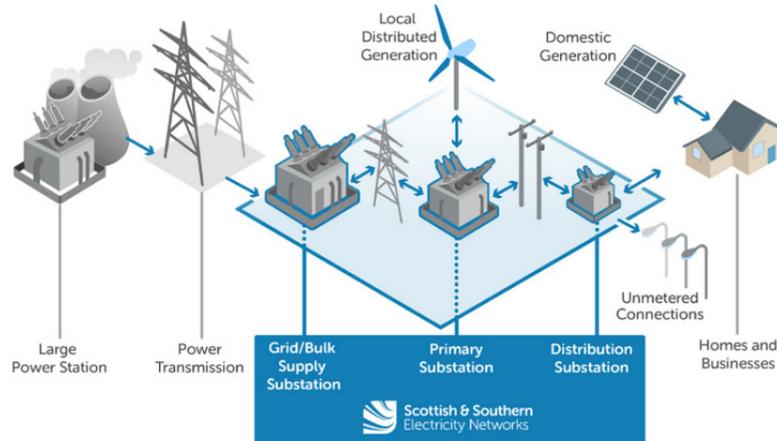
## Southern Electric Power Distribution (SEPD) -

operates in central southern England and is the larger of our two distribution networks in terms of customers served, and safely delivers electricity supplies to more than 3 million customers. It covers an area ranging from rural communities in Dorset, Wiltshire, Gloucestershire and Oxfordshire, to towns and cities including Bournemouth, Oxford, Portsmouth, Reading, Southampton, Slough, Swindon and parts of west London. We also distribute electricity to and across the Isle of Wight.

## Our networks

Our electricity distribution networks are the systems of overhead lines, underground cables and associated substations that deliver electricity to your homes and businesses.

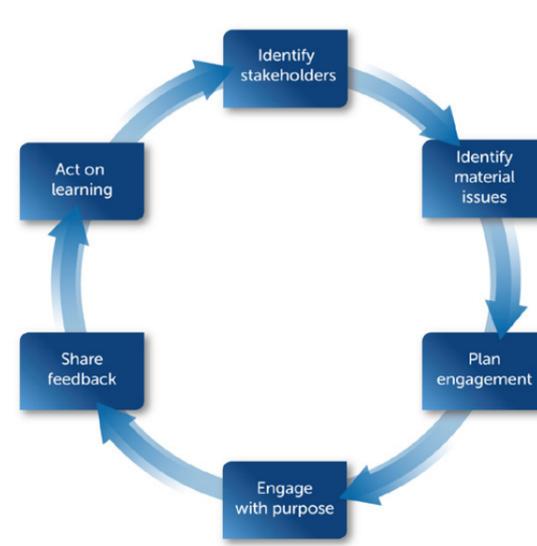
You can reach us by emailing [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com) with any thoughts and ideas or if you are simply interested in keeping up to date with our progress throughout the year.



# Stakeholder Engagement Strategy

Our engagement is fundamental to how we develop and implement changes in our connections business, involving you at every step of the way.

Our ethos is to continually drive improvements in all we do and that includes how we engage with our stakeholders. Our approach is aligned with the wider stakeholder engagement strategy embedded across the business. Our strategy provides a robust framework from which we can make sure connections stakeholders have opportunities to tell us what they think, influence our decision-making process and effectively shape our future plans.



## Reviewing our 2017/18 approach

We serve a broad and diverse range of connections stakeholders, who often have different preferences in how we engage with them. We recognise that one size does not fit all. That's why we provide multiple feedback channels and continually review our approach, looking for ways to make it easier for our connections stakeholders to engage with us.

Our stakeholder engagement strategy provides us with a robust framework to deliver engagement using the most appropriate methods, timing and level of detail for all of the stakeholders we serve. Having evolved since its implementation in 2015, our engagement approach has been operating successfully for three years now.

Our engagement strategy is enhanced by a three-tiered approach. We recognise that engagement methods, purpose for engaging, topics to engage on and how we collect and respond to feedback will vary depending on the purpose of the engagement; strategic, targeted or operational. By applying this approach, we ensure that we offer a variety of opportunities so that engaging with us is accessible, convenient and appropriate.

- 1 Strategic**  
Access to high level business plans and strategies
- 2 Targeted**  
Engagement tailored to different customer groups
- 3 Operational**  
Ongoing opportunities to discuss projects with staff

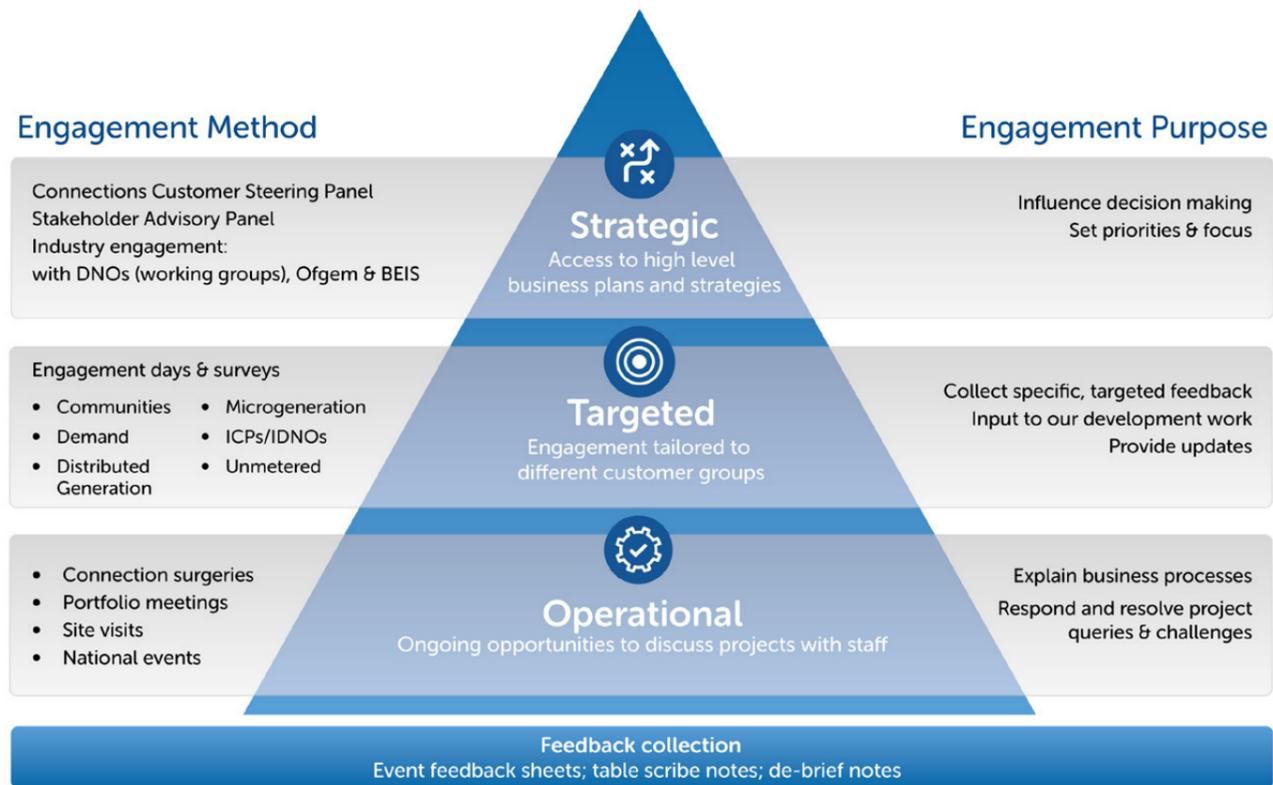
Figure 1: Our 3-tier engagement approach



“Regular customer feedback is incredibly important to me and everyone in my team, in ensuring we shape our business to meet your needs. To make sure that the commitments we set are hitting the mark, we need to keep engaging with customers all year round. I'd like to extend my thanks to everyone who has participated in our engagement throughout the year, attended our events, met our staff at surgeries, replied to our surveys and shared their thoughts with us. I attend all of our Connections Customer Steering Panels and take a personal interest in making sure your feedback is captured, reviewed and responded to appropriately”

**Andy Huthwaite**  
Director of Commercial and Connections

“Of all of the networks I work with, SSE are the most organised and communication is also on point all of the time”  
Natalie Marshall, Eco2Solar Ltd



## Engagement outcomes

We take each engagement as an opportunity to learn and improve. For us, it is important that you see the benefits of our engagement on the day, but also after the event.

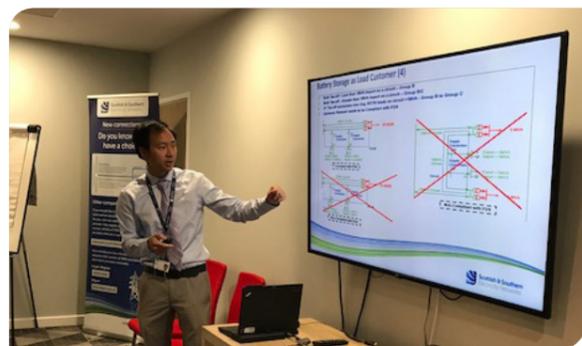
We take inspiration directly from your feedback, or from what you share with our staff, to develop our work plans and engagement throughout the year. Therefore, the overarching outcome from our engagement is developing ideas to help drive change in our business, which you endorse. Over 2017/18 our proactive engagement has initiated changes in how we work, to improve your experience in the connections journey.

Beyond driving change, the other main outcome from our engagement is the direction you give us in refining our engagement and developing improved relationships with our stakeholders.

We design our engagement based on your preferences and encourage you to guide and steer us towards engagement activities and topics you want us to deliver. Over the past year we have seen changing priorities in the industry which has been reflected in your feedback, consequently we acted to make sure our engagement continues to be relevant. For example, over the last year we have changed the format of events (offering more webex alternatives). We have selected location and developed topics in line with your feedback.

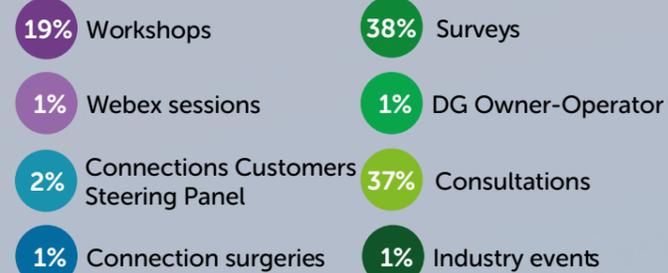
“There have been marked improvements over the past two-three years which are really positive. SSE is willing to listen to feedback on their service, which is a huge plus.”  
Jill Cox, Flexitricity Limited

“The events and workshops organised by SSEN confirm its’ commitment to develop contacts and relationships with their customers. This initiative enables me to provide a better service to my own clients.”  
Richard Meech, Developer Services Southern Ltd.

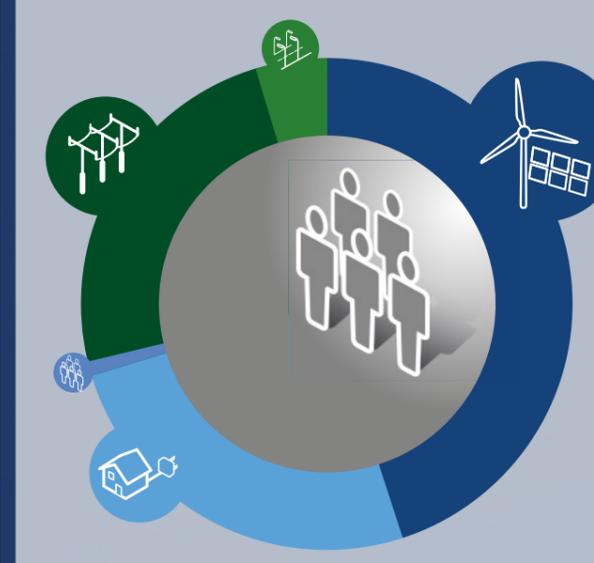


## Looking Back 2017/18

### Stakeholder Engagement



### Market Participation

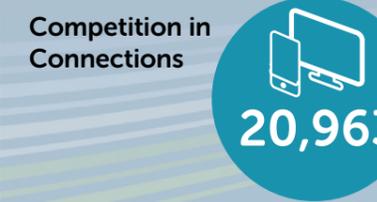
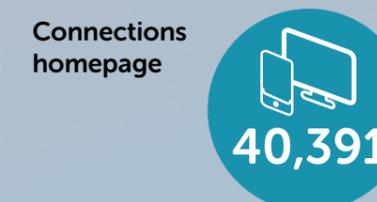


### Social media and online

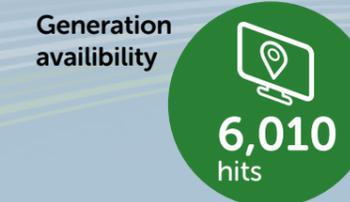
#### Social Media



#### Connections webpage hits



#### Heat maps webpage hits



# Looking Back summary

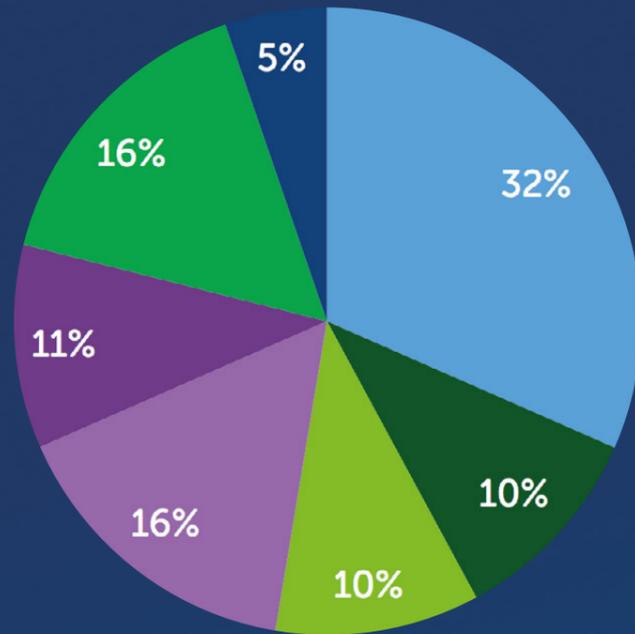
	Your idea	KPI	Dist. Gen	Demand	ICP/IDNO	Unmetered	Target	Status
Delivery	<b>Produce a customer charter of expectations</b> We will create a Customer Charter of what you can expect from us throughout the various stages of your connection journey. This will be complemented by a detailed booklet of who is who within our company, including an explanation of how the teams fit together and contacts for escalation.	Charter is published and communicated	●	●	●	●	Q3	Complete
	<b>Bigger, more ambitious commitment</b>							
	<b>Implement a programme of works to include all working parties</b> Upon receipt of your second payment and your adoption agreement being issued (if applicable) we shall discuss a programme of works with you/ your ICP, our project manager and the designer. This will include dates we will begin work on site, the ordering of plant and expected delivery dates so that we can work together to meet the connection dates.	New process implemented and communicated	●		●		Q3	Complete
	<b>Route of escalation at project acceptance</b> We will expand the email we currently send you upon acceptance to also include a route of escalation should you require it in the future.	Complaints process included as part of acceptance emails	●	●	●	●	Q3	Complete
Quoting	<b>Make quotations easier to understand and quicker to issue</b> We will issue quotes quicker and make them easier for you to view, understand and accept <ul style="list-style-type: none"> <li>On average, we will issue your quote 10% quicker than last year</li> <li>As soon as it's ready, we will upload your quote onto your profile on our website and send you notification that it is available</li> <li>We will include a connection flowchart with your quotation to advise you of the next steps upon acceptance of your quotation</li> <li>We will further extend the breakdown of costs provided in a standard quotation</li> <li>We will offer you a 'Webex' session with a Commercial Contract Manager, where we will walk you through the quote and answer any queries you may have</li> </ul>	<ul style="list-style-type: none"> <li>Reduction in time taken to provide a quote</li> <li>100% of people who have profiles</li> </ul>	●	●	●	●	Q4	Partially complete Please see full report
	<b>Bigger, more ambitious commitment</b>							
	<b>Make application form improvements</b> We will review and streamline our on and off line application forms.	Improved application forms	●	●	●	●	Q3	Complete
Wayleaves	<b>We will transform the wayleave process</b> Make the wayleaves process much simpler and more transparent <ul style="list-style-type: none"> <li>As part of the formal quote we will identify if any third party wayleaves are likely to be required, if any Section 37 or other key consents are likely to be required</li> <li>Upon acceptance of your quote, we will; identify a wayleaves officer within 10 working days, involve the wayleaves officer in any project meetings where there are third party landowners, we will identify and make initial contact as soon as possible and no later than a month following quote acceptance or a month from second scheduled payment</li> <li>As part of making this process more transparent, we will; update our Wayleaves guide, ensure you have a route for escalating any issues you may face with regards to wayleaves, publish guidance to typical timelines including the process for 'compulsory purchases', hold training workshops for internal staff on the importance of efficient wayleave practices, run wayleaves focused engagement events for stakeholders to include considerations for Transco, Network Rail, routing strategy and policy</li> </ul>	Increased customer satisfaction with our wayleaves process currently at 6.68/10.	●	●	●	●	Q4	Complete
	<b>Bigger, more ambitious commitment</b>							
	<b>Establish an 'operational generator forum' as a means for information and updates</b> We will create an "operational generator forum" to keep you informed of our planned works. This will include supplying you with key contacts within our business who can provide information before and during planned outages and options for escalations should you consider it appropriate.	Number of meetings held: 2	●				Q3	Complete
Information Provision	<b>Provide clear and concise information for our Joint Operational and Embedded Generation Connection Agreements</b> We will proactively contact all connected customers to ensure we have the correct key contact for our Joint Operational Agreements/site responsibility schedules. We will also produce an information leaflet to complement your Embedded Generation Connection Agreement, which explains the key clauses in plain English.	Number of customer details updated: 800+	●				Q3	Partially complete Please see full report
	<b>Work with National Grid and Scottish Hydro Electric Transmission to develop a SoW process</b> We will develop a process with National Grid and/or Scottish Hydro Electric Transmission to offer a Statement of Works for 'non-firm' access to the transmission network.	New process implemented and communicated	●				Q4	Complete

	Your idea	KPI	Dist. Gen	Demand	ICP/IDNO	Unmetered	Target	Status
Information Provision	<b>Make our standard connection offer easier to read and understand</b> We will overhaul our standard Connection Offer and associated contracts to convert them to plain and clearer English.	Updated Connection Offer and variation	●				Q4	Generation cover letter complete Contracts expected Q2 2018/19
	<b>Improve information in our budget estimates</b> In our Budget Estimates, we will include visibility of any known upstream Distribution reinforcement and Transmission constraints on the corresponding Bulk Supply Point & Grid Supply Point at the time you applied for your connection. We will also include information on any recent Statement of Works in the same area to which you are looking to connect.	Budget estimate template updated	●				Q2	Complete
	<b>Provide workshops/WebEx sessions on specific topics</b> Where you have identified gaps with our information provision we shall run workshops/WebEx sessions to provide information on: <ul style="list-style-type: none"> <li>Earthing and requirements</li> <li>Metering, who to contact</li> <li>Statement of Works clarity</li> <li>Distribution Use of System Charges</li> <li>Design, self determination</li> <li>Online applications</li> </ul>	Number of workshops held: 8	●	●	●	●	Q4	Complete
	<b>Update and improve our GIS system</b> Within 24 months we will have a new GIS system that will display assets and appropriate data owned by the Networks business and are not shown in our current GIS system.	Progress update (24 month completion, with update in Q4)	●	●	●	●	24 month	24 month commitment due for delivery in 2018/19
Constraints	<b>Flexible connections will be an option for all customers</b> We will make it possible for you to request a "Flexible connection" for your quotation.	Process enhanced for flexible connections	●	●			Q4	Partially complete Please see full report
	<b>Bigger, more ambitious commitment</b>							
	<b>Share information of connected flexible connections</b> We will provide information of customers who have previously connected to the network via a flexible connection, if the customer has given us consent to do so.	Number of customers this information is provided to: 0	●	●			Q3	Database complete Please see detail
	<b>Provide information of recently made offers</b> We will provide details of recent offers by each Bulk Supply Point/ Grid Supply Point. We will split the cost into; 1. Contestable works, 2. Non-contestable works, 3. Reinforcement works.	Heatmap updated	●				Q3	Complete
Competition in Connections	<b>ICPs carrying out part-funded network reinforcements on a trial basis</b> We will launch an initial trial to allow ICPs to carry out part-funded network reinforcement works dependent on Ofgem approval.	Number of projects delivered: 0	●	●	●	●	Q4	Trial introduced Partially complete Please see full report
	<b>Improve the guidance for design approval</b> We will provide greater clarity on what is required for design approval.	Improve design approval guidance			●		Q2	Complete
	<b>Improve the guidance on standard designs</b> We will provide more guidance on standard designs to ensure your own designs are compliant with our network.	Provide design examples			●		Q2	Complete
Collaboration	<b>Facilitate workshops focussing on operational safety rules</b> We will run workshops around operational safety rules and options available to you/ your ICP/IDNO for working on our network.	Number of workshops held: 2			●		Q3	Complete
	<b>Introduce a new accreditation under the National Electricity Registration Scheme</b> We will initiate a new accreditation under the National Electricity Registration Scheme via Lloyds for larger unmetered and small metered connections to allow an ICP to hold single simplified targeted accreditation for "Self Point of Connection identification and Self Network Design".	Group established			●		Q2	Complete
	<b>Collaborate with other DNOs and National Grid to address constraints</b> We will work with other DNOs and National Grid to run joint workshops focused on getting a connection on constrained parts of the network.	Number of workshops held: 2	●				Q3	Complete

## Origin of Work Plan commitments

We collect your feedback throughout the year to help us generate ideas for our ICE work plans.

Our 2018/19 work plan is based on feedback we have received through our broad range of engagement opportunities.



- Targeted workshop
- Engagement day
- Consultation
- Surgery session
- Direct contact (email)
- Industry best practice
- Continuation of 17/18 commitments



“It’s incredibly important that we continue to listen and respond to feedback to help us get better at what we do. Our focus is to continually identify where we can improve, deliver quality services and wherever possible exceed the needs of our connections customers. We work hard to deliver a comprehensive engagement strategy to ensure that we capture valuable feedback throughout the year. I encourage all our connections stakeholders to continue to engage with us as we move forward and deliver our Looking Forward commitments.”

Andrew Scott  
Head of Commercial Policy, Quality and Performance



## How we develop our actions

We see our work plans as ‘live’ documents; we continually review and evolve our work plans in response to what our stakeholders tell us.

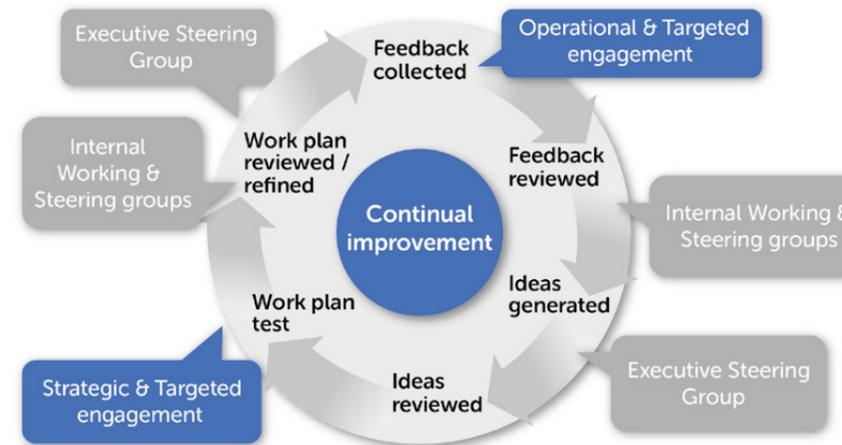
Our strategy drives the process of how we develop our work plans via a ‘feedback loop’. In practice, we deliver this through collecting stakeholder feedback from our engagement; developing plans; sharing and testing them with stakeholders to check they meet their needs; then refining them before we publish. We share our proposed work plans with customers at events, including our engagement days, targeted workshops and where appropriate, our surgery sessions. In addition we invite more feedback through surveys and our social media routes (LinkedIn and facebook). We keep stakeholders, registered to receive information, updated on the development of our plans via our regular newsletter updates.

Over the last two years we have continued to update our commitments and provide ICE re-submissions, demonstrating our commitment to keep up with changing needs and deliver a truly iterative process. An example of this continual improvement has been the ongoing enhancement of the online help functionality resulting in an increasing number of online applications being received. In response, we have seen a marked reduction in the requirement for extended support from our connection and engineering teams (commitment from 2015/16) which we are now planning to discontinue.

We follow our usual governance process throughout the development. This ensures that ideas are generated from feedback you have given us, are approved by our internal working, steering and executive groups before testing they meet your needs through our engagement. If your feedback suggests further additions or suggestions, we go through this process again, making

sure we respond to feedback and where possible refine our proposed commitments. Where feedback requires longer term planning we aim to provide staged targets in our work plans.

Throughout the year, we communicate any changes in processes and procedures through regular newsletters to our registered stakeholders and internal updates to our staff.



# Looking Forward 2018/19 Work Plan

Commitments for 2018/19	Drivers for commitments	KPI	Q1	Q2	Q3	Q4	Dist. Gen	Demand	ICP/IDNO	Unmetered
<b>Information Provision</b>										
<b>Create a facility for customers to feedback on network design policy changes</b> We will provide visibility of our draft network design policy changes on our secure area to give registered customers the ability to review and provide feedback on document changes prior to implementation.	This commitment is driven by our intention to implement industry best practice.	Number of documents issued. Number of people who were consulted. Number of people who have responded and our action.		✓					●	
<b>Review of Connections Website</b> We will carry out a detailed review of our connections website to ensure this is easy to navigate, intuitive and that relevant documents and information are easily accessible.	This commitment is driven by feedback you gave us at one of our online application 'how to' workshops.	Development of proposals for a new website structure.			✓		●	●	●	●
<b>Provision of additional contact information and escalation processes</b> We will complement our existing contact guides by providing additional contact hierarchies for other areas of our connections business (e.g. flexible connections) which will include information on their escalation processes.	"Overall very good, I can always escalate and it works, though I prefer not to." Stuart Batty, Energetics "Escalation would useful for holidays, I always go for Paul Munday." Nikki Pillinger, BSR	Improved website content published. Target 8/10 customer satisfaction.		✓			●	●	●	●
<b>Provide information on the Statement of Works processes and Appendix G trials</b> We will provide information on the Statement of Works processes and updates on our Appendix G trials.	"GIS and SoW, both top hits and very important to all. Will be great, as long as you can make it work." Rob Such, RS Renewables	Improved website content published. Target 8/10 customer satisfaction.		✓			●		●	
<b>Information on capacity of network assets</b> We will improve the information on the capacity of substations and current loading to simplify initial assessment of connection viability.	"Getting better network information is key; it saves you having to apply for a point of connection and also to explore options for our customers" David Overman, GTC	Improved website content published. Target 8/10 customer satisfaction.			✓		●	●	●	
<b>Update and improve our GIS system</b> We will launch a new GIS system which will provide an improved user experience compared to our current GIS System.	"GIS functionality can be improved significantly to provide more detailed information and become more user-friendly." Margaret Jamieson, FES	Enhanced GIS system launched.				✓	●	●	●	●
<b>Commitment continuation from 2017/18</b>										
<b>Application and Quotation Processes</b>										
<b>Target improvement in time to quote</b> We will target enhanced timescales for customers who have been included in our new connection offer expenses.	This commitment is a continuation of one of our commitments from 2017/18.	We will target 10% improvement on industry best practice benchmark; the guaranteed standard. This will be applied to HV/EHV Generation offers, reducing their quotation timescale from 65 working days to 59 working days.		✓			●			
<b>Commitment continuation from 2017/18</b>										
<b>Queue management and Interactivity</b> We will explain in more detail how the queue management and interactivity processes work.	"You want to know where you are, anything interactive will affect you so any information on that will be helpful." DG Customer	Improved website content. Additional information provided with generation offer.		✓			●			
<b>Quote letter review</b> We will review our Generation quote letters to ensure they reflect industry best practice.	This commitment is driven by our intention to implement industry best practice.	Review completed Outcomes shared with stakeholders. Improvements implemented to quote letters where necessary.			✓		●			
<b>Commitment continuation from 2017/18</b>										
<b>Improve our online application process for mixed generation/demand sites</b> We will enhance our online application process to expand the generation and storage options. We will also review and improve the information available for mixed generation/demand connections (e.g. housing with PV) to provide better information for customers wishing to apply online.	"Online applications still need improving as it doesn't cover all aspects." Rob Such, RS Renewables	Complete improvements to online application forms.			✓		●	●		
<b>Delivery</b>										
<b>Detailed review of our wayleaves process</b> We will carry out a detailed review of our wayleaves process to ensure that this is operating effectively and, where possible, is avoiding undue delays to the connections process.	This commitment is driven by feedback you gave us at one of our wayleave workshops.	Review completion expected in 24 months. Publish progress update at 12 months.				✓	●	●	●	●

# Looking Forward 2018/19 Work Plan

Commitments for 2018/19	Drivers for commitments	KPI	Q1	Q2	Q3	Q4	Dist. Gen	Demand	ICP/IDNO	Unmetered
<b>✓ Delivery continued</b>										
<b>Enhanced tracking information for online applications</b> We will improve information on our tracking functionality for online application projects which include design approval stages.	"Online tracking will be crucial, the ability to track will be great rather than relying on a phone call from someone at SSEN." Lucy Naughton, GreenFrog Power "Better online tracking of connections process" Arwell Lloyd, UCML	Develop an information pack on the use of our tracking function and issue to customers. Target 8/10 customer satisfaction.			✓				●	
<b>Site readiness guides</b> Following quote acceptance, we will provide to each customer/site manager guidance on what is required to be delivered prior to the connection being made. This will include information on desired meter board locations and sizes, cable depths and trenching guide, joint bay sizes and general/emergency contact details.	"The site readiness guide will ease the process between design and construction. The guide will help to avoid abortive site visits and avoid delays in the build programme." Darren Thrussell, MJA Consulting	Publish guide. Target 8/10 customer satisfaction.		✓				●		
<b>Mains phasing information</b> Where requested, we will provide mains phasing information prior to any works commencing on site.	This commitment is driven by our intention to implement industry best practice.	Mains cable phasing to be clarified at initial contact meeting following quote acceptance.	✓						●	
<b>Enhancement to MPAN Process</b> We will make it more visible how customers can request new or additional MPANs.	"MPAN numbers are on always high on customers agendas! Getting the supply connected is the first part of the puzzle and having the meter installed promptly afterwards is vitally important. Making the process more visible will ensure all affected parties are aware of what they need to do and when they need to do it." Ben Byatt, J McCann	Develop a customer information pack and issue to customers at events. Target 8/10 customer satisfaction.	✓					●		
<b>👤 Competition in connections</b>										
<b>Dedicated Forum for Competition in Connections</b> We will help establish a dedicated forum for ICPs and IDNOs.	"I think as the role of an ICP grows, these meetings need to be separate and more specific." IUS	Forum established. Number of meetings held.			✓				●	
<b>Dedicated points of contact for Competition in Connections</b> We will provide dedicated points of contact for our Competition in Connections customers who will oversee the delivery of their connection projects.	"If you had one team you'd be dealing with for all jobs, to talk to about our jobs, that would be good." Stuart Batty, Energetics "Contact with a dedicated resource." Chris Wilson, IUS	Dedicated team established in our south area. Dedicated CiC contact/key account manager identified for each of our north regions.			✓				●	
<b>🔄 Collaboration and Engagement</b>										
<b>We want customers to drive what we talk about</b> We will introduce an online process allowing customers to request future events or workshops on topics that are of most interest to them.	"We like the idea of applying on line for future events and having the visibility of seeing when items are being planned. A good use of technology." David Overman, GTC	We will implement the process and share outputs with customers.				✓	●	●	●	●
<b>Pre-application meetings</b> We will enhance our connections surgeries to offer pre-application advice on capacity, constraints, reinforcement and other factors that could affect project viability.	"The call [being able to contact planners before application] is really important and will be even more important when A&D fees come in - it's getting to speak to the right person." Lucy Naughton, Green Frog Power	Subject to demand, we will hold a minimum of 10 pre-application surgeries across our licence areas and target 8/10 customer satisfaction.		✓			●	●	●	
<b>Customer engagement</b> We will trial opportunities for booking "virtual" or online connections surgeries to ensure customers, particularly those in remote locations, have the opportunity to discuss their project or connection offer.	"I like the virtuality of it, coming in and sitting down isn't always possible, I like the informal element of talking to the planners." Hugh Taylor, Roadnight Taylor	Subject to demand, we will hold a minimum of 10 virtual surgeries across our licence areas and target 8/10 customer satisfaction.			✓		●	●	●	

If you have any questions, would like to be kept updated with our progress or are simply interested in finding out more please contact: [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)

## Engage with us online

Stay updated with the latest news and improvements by following us on line:



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Electricity Networks