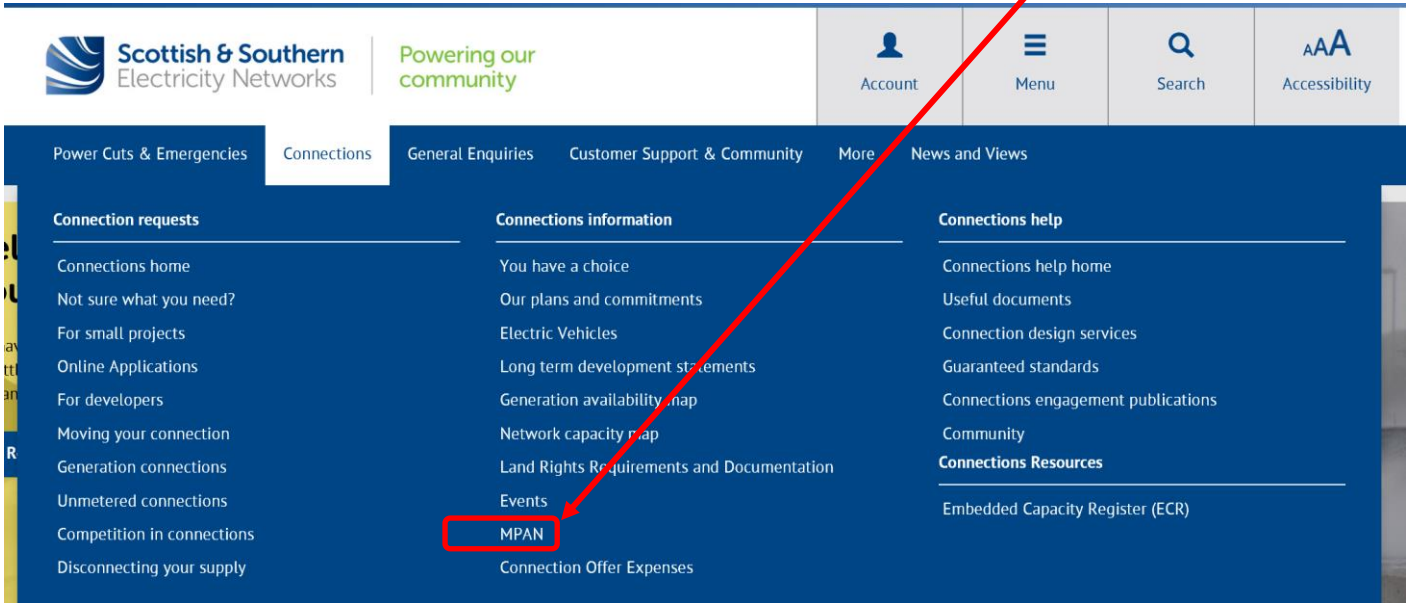


Contents

1. Screenshot No.1: SSEN website – ‘Connections home’ page to access ‘MPAN’.....	3
2. Screenshot No.2: SSEN website – ‘MPAN’ page.....	4
3. Screenshot No. 3: SSEN website – ‘Connections home’ page to access ‘Competition in Connections’..	5
4. Screenshot No. 4: SSEN website – ‘Competition in Connections’ page and access to “Competition in Connections Reporting and Applications” page	6
5. Screenshot No. 5: SSEN website – ‘Competition in Connections Reporting and Applications’ page.....	7
6. Screenshot No.6: SSEN website – ‘Competition in Connections Reporting and Applications’ page to access ‘Land Rights Requirements and Documentation’	10
7. Screenshot No.7: SSEN website – ‘Competition in Connections Reporting and Applications’ – ‘Land Rights Requirements and Documentation’ page	11
8. Screenshot No.8: SSEN website – ‘Competition in Connections Reporting and Applications’ – ‘Land Rights Requirements and Documentation’ page to access ‘SEPD Land Rights Documents’	12
9. Screenshot No.9: SSEN website – ‘Competition in Connections Reporting and Applications’ – ‘Land Rights Requirements and Documentation’ page to access ‘SHEPD Land Rights Documents’	13
10. Screenshot No.10: SSEN website – ‘Competition in Connections Reporting and Applications’ page to access ‘Network Adoption Process’	14
11. Screenshot No.11: SSEN website – ‘Competition in Connections’ page to access ‘Alternative Providers Registration’	15
12. Screenshot No.12: SSEN website – ‘Competition in Connections Reporting and Applications’ – ‘Alternative Providers Registration’ page.....	16
13. Screenshot No.13: SSEN website – ‘Competition in Connections’ page to access ‘Network Information’	17
14. Screenshot No.14: SSEN website – ‘Network Information’ – page and access to ‘secure documents’ page	18
15. Screenshot No.15: SSEN website – ‘Secure Documents Login ’ – page	19
16. Screenshot No.16: SSEN website – ‘Secure Documents’ – ‘Terms and Conditions’ page	20
17. Screenshot No.17: SSEN website – ‘Secure Documents’ – ‘Alternative Provider Network Information’ page	21
18. Screenshot No.18: SSEN website – ‘Secure Documents’ – ‘POC Guidance Matrix’ page	22
19. Screenshot No.19: SSEN website – ‘Secure Documents’ – ‘Design and Specification Documents’ page	23
20. Screenshot No.20: SSEN website – ‘Secure Documents’ – ‘All G81 Documents’ page.....	24
21. Screenshot No.21: SSEN website – ‘Secure Documents’ – ‘Unmetered Connections Documents’ page	25
22. Screenshot No.22: SSEN website – ‘Secure Documents’ – ‘Low Voltage Cables and Terminations Documents’ page.....	26
23. Screenshot No.23: SSEN website – ‘Secure Documents’ – ‘Secondary Distribution Substations Documents’ page.....	27
24. Screenshot No.24: SSEN website – ‘Secure Documents’ – ‘6kV and 11kV Cables Documents’ page..	28
25. Screenshot No.25: SSEN website – ‘Secure Documents’ – ‘22kV and 33kV Cables and Terminations Documents’ page.....	29
26. Screenshot No.26: SSEN website – ‘Secure Documents’ – ‘Operational Documents’ page.....	30
27. Screenshot No.27: SSEN website – ‘Secure Documents’ – ‘Distribution Generation Documents’ page	31
28. Screenshot No.28: SSEN website – ‘Secure Documents’ – ‘Transmission Documents’ page.....	32
29. Screenshot No.29: SSEN website – ‘Secure Documents’ – ‘Joining Instructions’ page.....	33
30. Screenshot No.30: SSEN website – ‘Secure Documents’ – ‘Safety Bulletins’ page.....	34
31. Screenshot No.31: SSEN website – ‘Secure Documents’ – ‘G81 Design, Specification and Operational Documents for Comment’ page	35
32. Screenshot No.32: SSEN website – ‘Secure Documents’ – ‘Primary Substations’ page	36
33. Screenshot No.33: SSEN website – ‘Secure Documents’ – ‘Overhead Line on Wooden Pole’ page	37
34. Screenshot No.34: SSEN website – ‘Secure Documents’ – ‘Network Geographical Information System (GIS)’ page	38

35. Screenshot No.35: SSEN website – ‘Secure Documents’ – ‘Network GIS’ – page	39
36. Screenshot No.36: SSEN website – ‘Secure Documents’ – ‘HV Network Schematics’ page.....	40
37. Screenshot No.37: SSEN website – ‘Secure Documents’ – ‘South Network Schematics’ page	41
38. Screenshot No.38: SSEN website – ‘Secure Documents’ – ‘North Network Schematics’ page.....	42
39. Screenshot No.39: SSEN website – ‘Secure Documents’ – ‘POC Self Identification Matrix & Self Design Approval Guidance’ – page	42
40. Screenshot No.40: SSEN website – ‘Secure Documents’ – ‘Network Rating and Loading Information’ page	43
41. Screenshot No.41: SSEN website – ‘Secure Documents’ – ‘Network Rating and Loading Information’ – ‘South’ page.....	44
42. Screenshot No.42: SSEN website – ‘Secure Documents’ – ‘Network Rating and Loading Information’ – ‘North’ page	45
43. Screenshot No.43: SSEN website – ‘Secure Documents’ – ‘Cost Apportionment Register’ – page	45
44. Screenshot No.44: SSEN website – ‘Home’ page to access ‘Customer support and Community’	46
45. Screenshot No.45: SSEN website – ‘Customer support home’ page	47
46. Screenshot No.46: SSEN website – ‘Customer Support and Community home’ page to access ‘Complaints’	48
47. Screenshot No.47: SSEN website – ‘Customer Support and Community home’ – ‘Complaints’ page...	49
48. Screenshot No.48: SSEN website – ‘Complaints’ page to access ‘Complaints Handling Process – Distribution’	50
49. Screenshot No.49: SSEN website – ‘Customer support and community home’ page to access ‘Compliments’	51
50. Screenshot No.50: SSEN website – ‘Customer support and community home’ – ‘Compliments’ page .	52
51. Screenshot No.51: SSEN website – ‘Home’ page to access ‘Contact us’	53
52. Screenshot No.52: SSEN website – ‘Contact us’ page	54

1. Screenshot No.1: SSEN website – ‘Connections home’ page to access ‘MPAN’



The screenshot shows the SSEN website's navigation menu. The 'Connections' tab is active, displaying a list of links. A red box highlights the 'MPAN' link under the 'Connections information' section. A red arrow points from the top right of the page towards the 'MPAN' link.

Connection requests	Connections information	Connections help
Connections home	You have a choice	Connections help home
Not sure what you need?	Our plans and commitments	Useful documents
For small projects	Electric Vehicles	Connection design services
Online Applications	Long term development statements	Guaranteed standards
For developers	Generation availability map	Connections engagement publications
Moving your connection	Network capacity map	Community
Generation connections	Land Rights Requirements and Documentation	Connections Resources
Unmetered connections	Events	Embedded Capacity Register (ECR)
Competition in connections	MPAN	
Disconnecting your supply	Connection Offer Expenses	

2. Screenshot No.2: SSEN website – ‘MPAN’ page

www.ssen.co.uk/MPAN/

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Powering our
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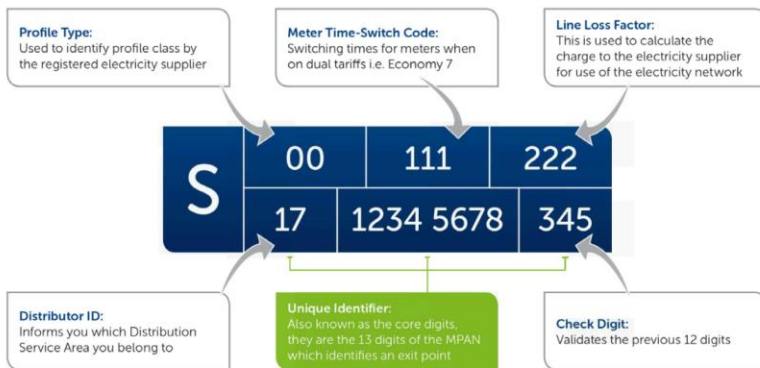
[AAA
Accessibility](#)

[Power Cuts & Emergencies](#) [Connections](#) [General Enquiries](#) [Customer Support & Community](#) [More](#) [News and Views](#)

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.



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](#)

2. Where will I find an MPAN?

For existing properties:

MPANs can be found on energy bills.

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

For new properties:

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

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

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

Independent Distribution Network Operators (IDNOs)

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

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

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

3. Screenshot No. 3: SSEN website – 'Connections home' page to access 'Competition in Connections'

www.ssen.co.uk/ConnectionsInformation/CompetitionInConnections/




The screenshot shows the SSEN website's 'Connections' page. The header includes the SSEN logo, the tagline 'Powering our community', and navigation links for Account, Menu, Search, and Accessibility. The main navigation bar includes 'Power Cuts & Emergencies', 'Connections', 'General Enquiries', 'Customer Support & Community', 'More', and 'News and Views'. The 'Connections' page is divided into three columns:

- Connection requests:**
 - Connections home
 - Not sure what you need?
 - For small projects
 - Online Applications
 - For developers
 - Moving your connection
 - Generation connections
 - Unmetered connections
 - Competition in connections** (highlighted with a red box and a red arrow)
 - Disconnecting your supply
- Connections information:**
 - You have a choice
 - Our plans and commitments
 - Electric Vehicles
 - Long term development statements
 - Generation availability map
 - Network capacity map
 - Land Rights Requirements and Documentation
 - Events
 - MPAN
 - Connection Offer Expenses
- Connections help:**
 - Connections help home
 - Useful documents
 - Connection design services
 - Guaranteed standards
 - Connections engagement publications
 - Community

At the bottom of the page, there is a 'Connections Resources' section with a link to 'Embedded Capacity Register (ECR)'.

4. Screenshot No. 4: SSEN website – ‘Competition in Connections’ page and access to ‘Competition in Connections Reporting and Applications’ page

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

[Power Cuts & Emergencies](#) [Connections](#) [General Enquiries](#) [Customer Support & Community](#) [More](#) [News and Views](#)

Connections Information - Competition in Connections

Did you know you have a choice? You can choose who you would like to carry out your connection. Find out more about your options, independent connection providers (ICP) and how to find them in your area.

You have a choice
Find out about what activities other connection providers can do

[Find out more](#)

What is an ICP & IDNO?
Find out about independent Connection Providers and Distribution Network Operators

[Find out more](#)

How do I find an ICP or IDNO?
Find an Independent Connection Providers and Distribution Network Operators

[Find out more](#)

Information for ICPs/IDNOs

Apply for a Point of Connection, find out more about our contestable activities, safety rules and authorisations, links to the Competition in Connections Code of Practice and how to register as an ICP in our area.

Apply for a PoC
Get started and apply for a PoC on our online portal

[Apply](#)

IDNO Application
Make an application for an electricity network you wish to connect to our network.

[Apply](#)

Safety rules & authorisations
Find out more about our processes for Options 1-3 under the Code of Practice authorisations and safety rules

[Find out more](#)

Competition in Connections Code of Practice
Read more about the code of practice or [governance](#).

[Find out more](#)

Contestable activities
Find out about our contestable activities including: PoC Self-determination, Self-design approval, self-connect and part funded reinforcement

[Find out more](#)

Register as an ICP/IDNO in our areas
Register today to add your organisation to our list of accredited ICPs operating in our licence areas

[Register](#)

Code of Practice Compliance Reports
Download our annual reports against the Code of Practice

[Find out more](#)

Network Information

[Find out more](#)

Reporting & Applications
Reporting, applications and, more Competitions in Connections information.

[Find out more](#)

5. Screenshot No. 5: SSEN website – ‘Competition in Connections Reporting and Applications’ page

www.ssen.co.uk/ConnectionsInformation/CompetitionInConnections/Reportingandapplications/



Scottish & Southern Electricity Networks | Powering our community

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Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

Competition in connections - for ICPs and IDNOs

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

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

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

- [Visit the Lloyds Register website](#)
- [Land Rights Requirements and Documentation](#)
- [Connections useful documents](#)
- [Entering the electricity connections market](#)
- [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](#)
- [How to Guide - Apply and track your project online](#)

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](#)

Please be aware that if you are sending us an email we have an incoming email limit of 22MB. Should you require to send us an email above this limit please contact nc.connections@sse.com and request document transfer options.

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](#)
- [How to Guide - Apply and track your project online](#)

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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Please be aware that if you are sending us an email we have an incoming email limit of 22MB. Should you require to send us an email above this limit please contact nc.connections@sse.com and request document transfer options.

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](#)

Tipping Point

Tipping Point is a new connection option being offered to customers. During the design process, customers can now choose to reduce their capacity to the Tipping point - the point at which a connection can be made without needing reinforcement works. This applies to any connection that triggers EHV reinforcement works. You can update your application at no extra cost and within the same timescales as a standard quotation.

*Conditions may apply

- [Tipping Point](#)
- [Network Capacity Information](#)
- [G81 Design, Specification and Operational Documents for Comment](#)
- [Safety Bulletins](#)

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](#)

G39 Authorisation – SSEN Statement

This statement describes our application of ENA Engineering Recommendation (EREC) G39 'Model code of practice covering electrical safety in the planning, installation, commissioning and maintenance of public lighting and other street furniture'.

To download our statement click on the link below:

[G39 Authorisation - SSEN Statement](#)

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 2019 is available here.](#)

[Our annual CiC COP Report for 2018 is available here.](#)

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

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

Part Funded Reinforcement (PFR) Trial

Following feedback from ICPs that would like to undertake part funded reinforcement works, we have now engaged with Ofgem and ready to commence our Part Funded Reinforcement trial, starting from 30 March 2018.

Trial requirements

- The trial will run for three years
- LV and HV large demand projects only (no EHV or 132kV works)
- Reinforcement must be physically and electrically separate from our existing Distribution System in line with our [Connection Charging Methodology Statement \(CCMS\)](#)
- ICP must be suitably NERs accredited to undertake reinforcement works
- Any reinforcement work carried out by the ICP must be to the design of SHEPD/SEPD
- Reinforcement asset will be adopted in line with network adoption process for sole use asset

See process flowcharts below

[PFR Trial Quotation and Delivery Process – High Level Flowchart](#)

[SSEN Network Adoption Process Flowchart \(Metered Connections\) – PFR Trial](#)

The participants of the trial will be appointed on a first come first served basis, restricted to newly quoted connection projects on or after 30th March 2018.

ICP-IDNO Newsletters

- [April 2019](#)
- [February 2018](#)
- [March 2017](#)
- [September 2016](#)
- [April 2016](#)
- [November 2015](#)
- [September 2015](#)

ICP - IDNO Forums

[Competition in Connections Forum Minutes and Actions \(27/02/19 and 20/03/19\)](#)

Our network adoption process

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

[View our process](#)

Useful links

- [Connections home - Contact guides](#)
- [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](#)
- [Connection Offer Expenses](#)

We will apply a cap over the entire three year period based on the number of projects per Distribution area or DUoS funded reinforcement costs by Distribution area, whichever occurs first. If the relevant cap is met within the three year period, no new projects will be considered under the trial.

How an ICP can participate in the PFR trial?

For a project to be considered for the trial, the customer or ICP must already have a standard Connection Offer which includes DUoS funded reinforcement.

The customer can decide for an ICP to deliver the reinforcement works as well as the sole use works and must appoint an ICP to deliver this. The customer can then request a new SLC 15 quote with additional choice for Part Funded Reinforcement, or ask their appointed ICP to request this new SLC 15 quote on their behalf.

When requested by a customer/ICP, we will issue a new SLC 15 offer giving the choice between SHEPD/SEPD or the ICP delivering the PFR. The customer/ICP will need to confirm their selection on the connection offer acceptance document. For the option of the ICP delivering the PFR, the quotation will outline:

- Additional obligations;
- Timescales/milestones for the ICP to complete the reinforcement works; and
- Payment terms associated with SHEPD/SEPD's contribution for PFR works.

Once the offer is accepted by the customer/ICP, the ICP will enter into an Adoption Agreement with us for the Reinforcement Works and Sole Use Works and will then progress construction in line with our current adoption processes.

On completion of Reinforcement Works and Sole Use Works, a Completion Certificate will be completed by the ICP and signed by us where it passes routine inspection and testing requirements. At this point the adoption is completed and Reinforcement Assets and Sole Use Assets are adopted by us under the terms of the Adoption Agreement.

Our contribution for Reinforcement Assets will be paid at Energisation to the Contracting Party who requested the Connection Offer.

Electric Vehicles After Diversity Maximum Demand

When designing new developments or assessing the retrofit of existing developments, we have network design principles that should be adhered to.

Care should be taken when considering the connection of Low Carbon Technologies (LCT) such as electric vehicles (EVs), as studies such as My Electric Avenue have shown that the use of slow chargers (3.5 kW) can more than double the peak demand of a domestic property.

Charging events will often last for several hours at the sustained rate of the charge point, affecting the after diversity maximum demand (ADMD) of electric vehicle (EV) charging – as a result, the total kW rating of the EV charging point should be added to the ADMD values for domestic properties, unless there is more than 20 EV charging points on the feeder in which case we apply a 0.5 diversity factor which means half the total kW rating of the EV charging point can be used.

In summary:

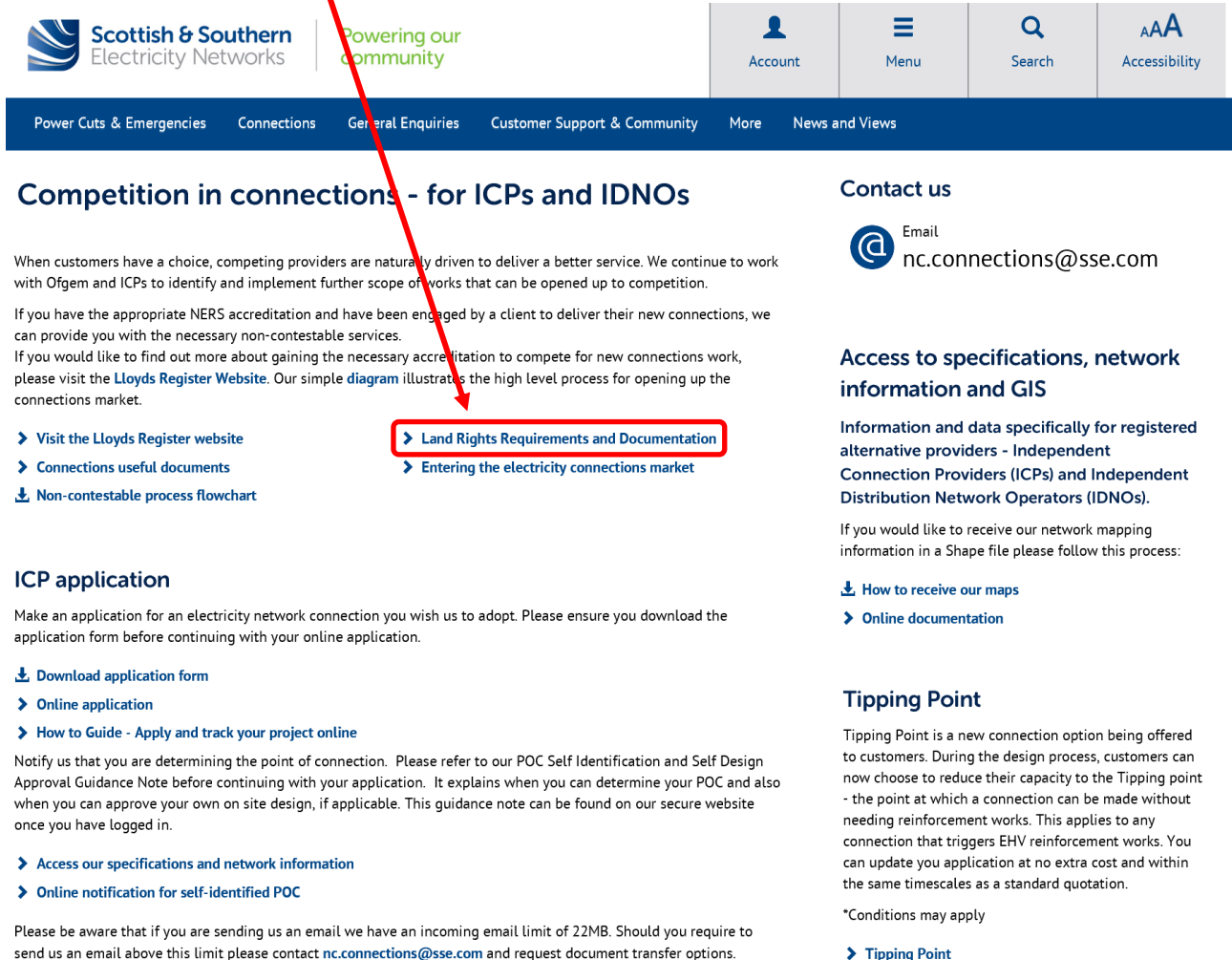
- ≤ 20 EV charging points connected to a feeder, EV demand = total kW rating of charger
- > 20 EV charging points connected to a feeder, EV demand = $0.5 \times$ the total kW rating of charger


Full guidance can be found in our Planning Standards for Low Voltage Distribution Network (TG-NET-NPL-001) policy document.

We are committed to reviewing whether these figures should be revised in light of the latest datasets as they become available, and will update our stakeholders if/when we do

6. Screenshot No.6: SSEN website – ‘Competition in Connections Reporting and Applications’ page to access ‘Land Rights Requirements and Documentation’

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



 Powering our community

Account Menu Search AAA Accessibility

Power Cuts & Emergencies Connections General Enquiries Customer Support & Community More News and Views

Competition in connections - for ICPs and IDNOs

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- 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
- How to Guide - Apply and track your project online

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

Please be aware that if you are sending us an email we have an incoming email limit of 22MB. Should you require to send us an email above this limit please contact nc.connections@sse.com and request document transfer options.

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 Email
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- ⬇ How to receive our maps
- Online documentation

Tipping Point

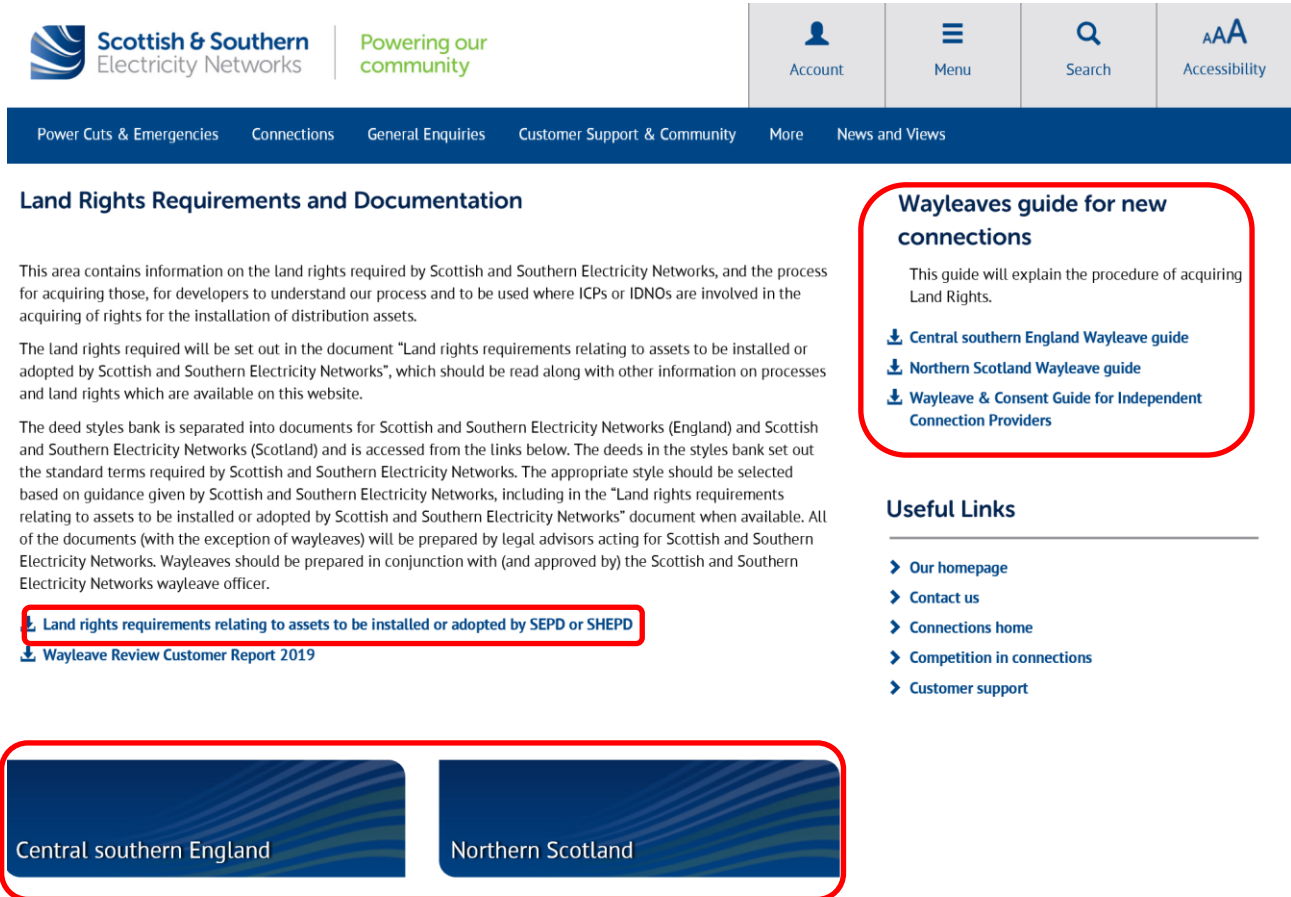
Tipping Point is a new connection option being offered to customers. During the design process, customers can now choose to reduce their capacity to the Tipping point - the point at which a connection can be made without needing reinforcement works. This applies to any connection that triggers EHV reinforcement works. You can update your application at no extra cost and within the same timescales as a standard quotation.

*Conditions may apply

- Tipping Point

7. Screenshot No.7: SSEN website – ‘Competition in Connections Reporting and Applications’ – ‘Land Rights Requirements and Documentation’ page

www.ssen.co.uk/landrights/



Land Rights Requirements and Documentation

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

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

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

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

[Wayleave Review Customer Report 2019](#)

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](#)

Central southern England

Northern Scotland

8. Screenshot No.8: SSEN website – ‘Competition in Connections Reporting and Applications’ – ‘Land Rights Requirements and Documentation’ page to access ‘SEPD Land Rights Documents’

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



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Menu

Search










AAA
Accessibility

Power Cuts & Emergencies
Connections
General Enquiries
Customer Support & Community
More
News and Views

SEPD land rights documents

Apply Filter

Filter


Easements			
	367KB	06 Oct 2018	SEPD - Deed of Easement - Cables and Overhead Lines
	240KB	06 Oct 2018	SEPD - Deed of Easement - Cables
	367KB	06 Oct 2018	SEPD - Deed of Easement - Overhead Lines
Leases			
	304KB	06 Oct 2018	SEPD - Substation Underlease (internal demise)
	324KB	06 Oct 2018	SEPD - Substation Lease
	304KB	06 Oct 2018	SEPD - Substation Lease (internal demise)
	258KB	06 Oct 2018	SEPD - Substation Underlease
Miscellaneous			
	62 KB	13 Jul 2019	ENA wayleaves rates 2019-20 - England and Wales
	174KB	13 Jul 2019	Model of Cable Track Agreement SEPD Final @ 180619

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](#)

9. Screenshot No.9: SSEN website – ‘Competition in Connections Reporting and Applications’ – ‘Land Rights Requirements and Documentation’ page to access ‘SHEPD Land Rights Documents’

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



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Account

Menu

Search

AAA
Accessibility


Power Cuts & Emergencies
Connections
General Enquiries
Customer Support & Community
More
News and Views


SHEPD land rights documents

Apply Filter


Filter


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

Miscellaneous

 28KB 13 Jul 2019
 SSEN Wayleave Rates 2019 - SHEPD and SHET

 201KB 09 Oct 2018
 Model of Cable Track Agreement SHEPD Final

 180KB 30 May 2018
 The Grantors Charter (north only)

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](#)

10. Screenshot No.10: SSEN website – ‘Competition in Connections Reporting and Applications’ page to access ‘Network Adoption Process’

www.ssen.co.uk/ConnectionsInformation/CompetitionInConnections/Reportingandapplications/



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 CinC COP Report for 2019 is available here.](#)

[Our annual CinC COP Report for 2018 is available here.](#)

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

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

ICP - IDNO Forums

[Competition in Connections Forum Minutes and Actions \(27/02/19 and 20/03/19\)](#)

Our network adoption process

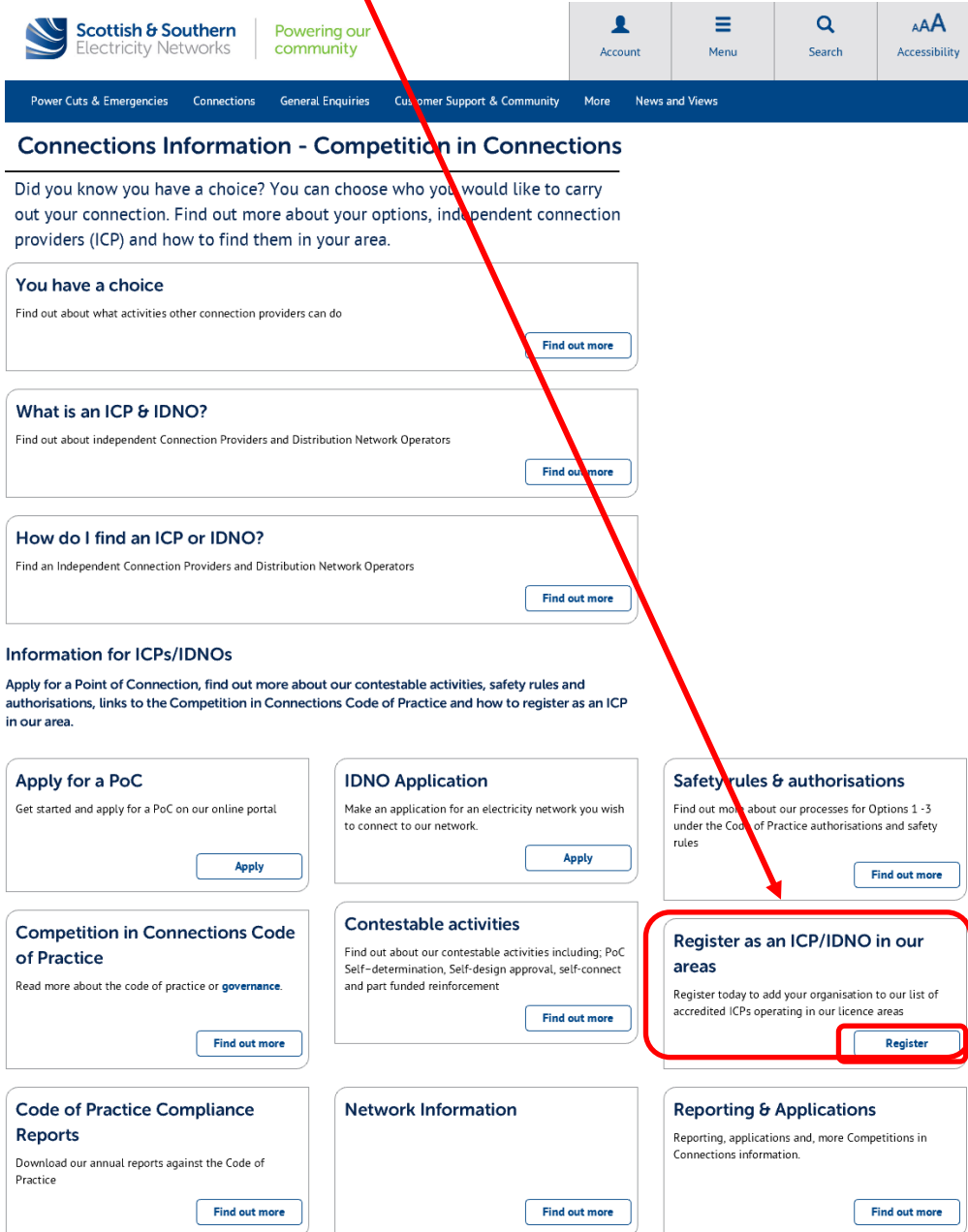
View our flow chart illustrating the adoption process for contestable works.

[View our process](#)

Useful links

- > [Connections home - Contact guides](#)
- > [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](#)

11. Screenshot No.11: SSEN website – ‘Competition in Connections’ page to access ‘Alternative Providers Registration’



The screenshot shows the website's navigation bar with links for 'Power Cuts & Emergencies', 'Connections', 'General Enquiries', 'Customer Support & Community', 'More', and 'News and Views'. Below the navigation is the main heading 'Connections Information - Competition in Connections'. The page content includes several informational boxes with 'Find out more' buttons. A red arrow points from the top right of the page down to the 'Register as an ICP/IDNO in our areas' button, which is highlighted with a red box. The 'Register' button within this box is also highlighted with a red box.

Connections Information - Competition in Connections

Did you know you have a choice? You can choose who you would like to carry out your connection. Find out more about your options, independent connection providers (ICP) and how to find them in your area.

You have a choice
Find out about what activities other connection providers can do
[Find out more](#)

What is an ICP & IDNO?
Find out about independent Connection Providers and Distribution Network Operators
[Find out more](#)

How do I find an ICP or IDNO?
Find an Independent Connection Providers and Distribution Network Operators
[Find out more](#)

Information for ICPs/IDNOs
Apply for a Point of Connection, find out more about our contestable activities, safety rules and authorisations, links to the Competition in Connections Code of Practice and how to register as an ICP in our area.

Apply for a PoC
Get started and apply for a PoC on our online portal
[Apply](#)

IDNO Application
Make an application for an electricity network you wish to connect to our network.
[Apply](#)

Safety rules & authorisations
Find out more about our processes for Options 1 -3 under the Code of Practice authorisations and safety rules
[Find out more](#)

Competition in Connections Code of Practice
Read more about the code of practice or [governance](#).
[Find out more](#)

Contestable activities
Find out about our contestable activities including; PoC Self-determination, Self-design approval, self-connect and part funded reinforcement
[Find out more](#)

Register as an ICP/IDNO in our areas
Register today to add your organisation to our list of accredited ICPs operating in our licence areas
[Register](#)

Code of Practice Compliance Reports
Download our annual reports against the Code of Practice
[Find out more](#)


Network Information
[Find out more](#)

Reporting & Applications
Reporting, applications and, more Competitions in Connections information.
[Find out more](#)

12. Screenshot No.12: SSEN website – ‘Competition in Connections Reporting and Applications’ – ‘Alternative Providers Registration’ page

www.ssen.co.uk/AlternativeProviderRegistration/

By using this site you agree to the use of cookies for analytics and personalised content. [Learn more](#) [Hide](#)



Powering our community

Account
Menu
Search
Accessibility

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

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

Your Company Details

Company type

Company name *

Contact name

Address line 1 *

Address line 2

Address line 3

Address line 4

Address line 5

Phone number *

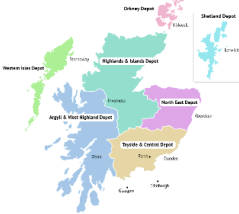
Email address *

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

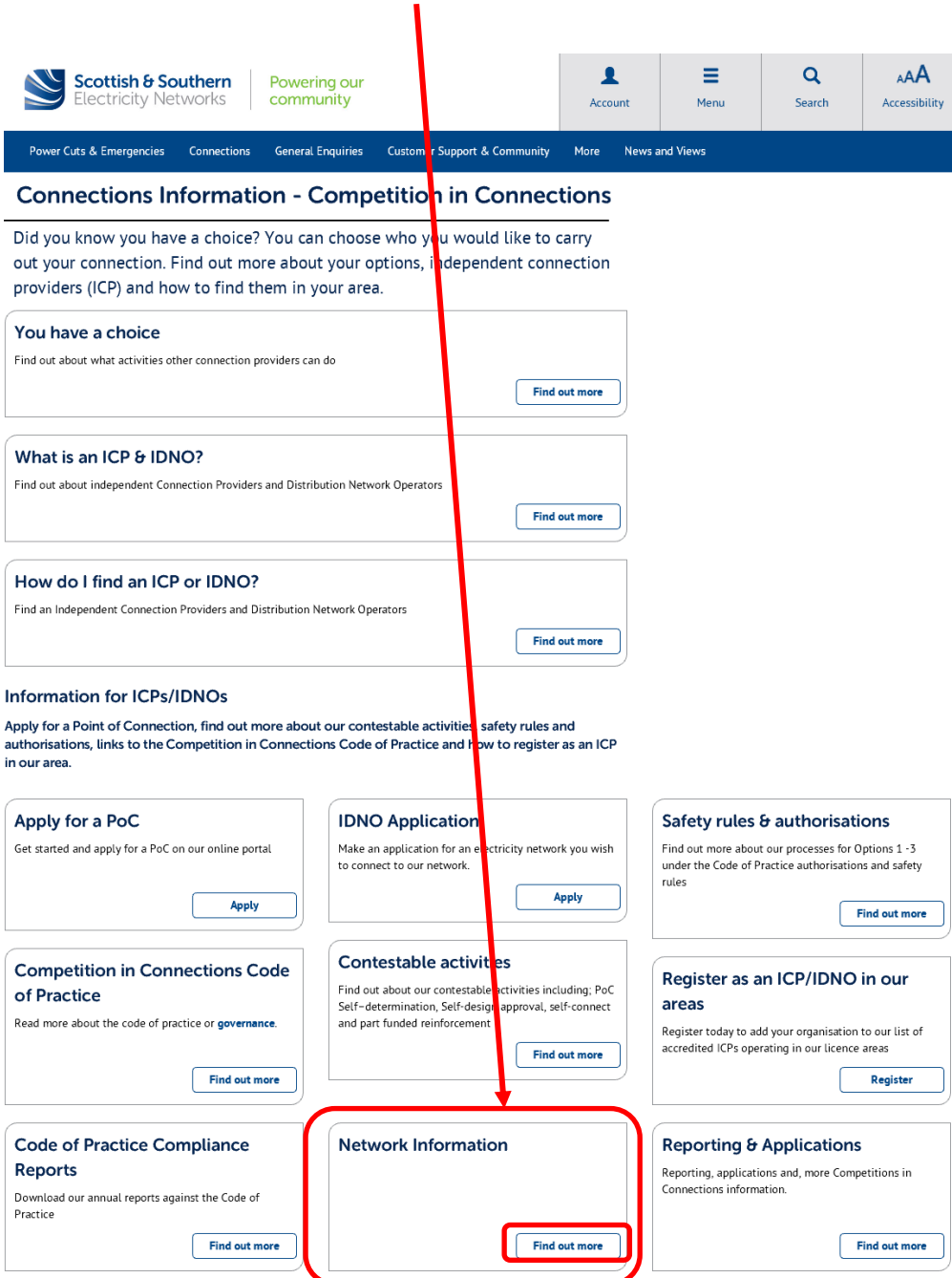


The Activities you wish to engage in:

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

[Register](#)

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



The screenshot displays the 'Competition in Connections' page on the Scottish & Southern Electricity Networks website. The page features a header with the company logo and tagline 'Powering our community', and a navigation bar with links for Account, Menu, Search, and Accessibility. Below the navigation bar, there is a main heading 'Connections Information - Competition in Connections' followed by an introductory paragraph. The page is organized into several content cards, each with a title, a brief description, and a 'Find out more' button. A red arrow originates from the top navigation bar and points to the 'Network Information' card in the bottom row, which is highlighted with a red border. The 'Network Information' card includes a 'Find out more' button that is also highlighted with a red border.

Scottish & Southern Electricity Networks | Powering our community

Account | Menu | Search | Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

Connections Information - Competition in Connections

Did you know you have a choice? You can choose who you would like to carry out your connection. Find out more about your options, independent connection providers (ICP) and how to find them in your area.

You have a choice
Find out about what activities other connection providers can do
[Find out more](#)

What is an ICP & IDNO?
Find out about independent Connection Providers and Distribution Network Operators
[Find out more](#)

How do I find an ICP or IDNO?
Find an Independent Connection Providers and Distribution Network Operators
[Find out more](#)

Information for ICPs/IDNOs

Apply for a Point of Connection, find out more about our contestable activities, safety rules and authorisations, links to the Competition in Connections Code of Practice and how to register as an ICP in our area.

Apply for a PoC
Get started and apply for a PoC on our online portal
[Apply](#)

IDNO Application
Make an application for an electricity network you wish to connect to our network.
[Apply](#)

Safety rules & authorisations
Find out more about our processes for Options 1 -3 under the Code of Practice authorisations and safety rules
[Find out more](#)

Competition in Connections Code of Practice
Read more about the code of practice or [governance](#).
[Find out more](#)

Contestable activities
Find out about our contestable activities including: PoC Self-determination, Self-design approval, self-connect and part funded reinforcement.
[Find out more](#)

Register as an ICP/IDNO in our areas
Register today to add your organisation to our list of accredited ICPs operating in our licence areas
[Register](#)

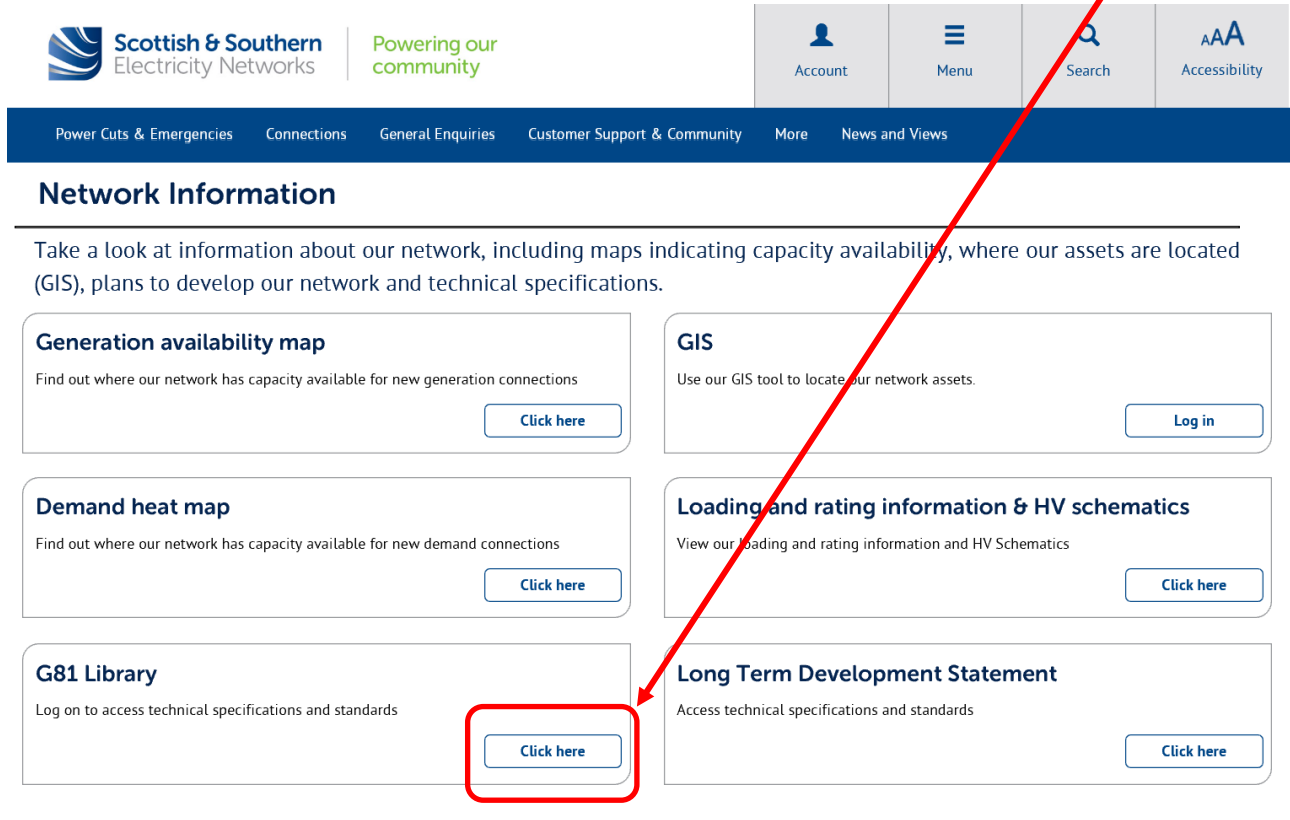
Code of Practice Compliance Reports
Download our annual reports against the Code of Practice
[Find out more](#)

Network Information
[Find out more](#)

Reporting & Applications
Reporting, applications and, more Competitions in Connections information.
[Find out more](#)

14. Screenshot No.14: SSEN website – ‘Network Information’ – page and access to ‘secure documents’ page

<https://www.ssen.co.uk/ConnectionsInformation/NetworkInformation/>



Network Information

Take a look at information about our network, including maps indicating capacity availability, where our assets are located (GIS), plans to develop our network and technical specifications.

- Generation availability map**
Find out where our network has capacity available for new generation connections
[Click here](#)
- Demand heat map**
Find out where our network has capacity available for new demand connections
[Click here](#)
- G81 Library**
Log on to access technical specifications and standards
[Click here](#)
- GIS**
Use our GIS tool to locate our network assets.
[Log in](#)
- Loading and rating information & HV schematics**
View our loading and rating information and HV Schematics
[Click here](#)
- Long Term Development Statement**
Access technical specifications and standards
[Click here](#)

Useful links

- Accessibility
- Careers
- Privacy Notice
- Using this website
- SSE.com
- Cookie Policy
- Contact us
- Modern Slavery
- Refund Policy
- Statement



Emergency phone numbers

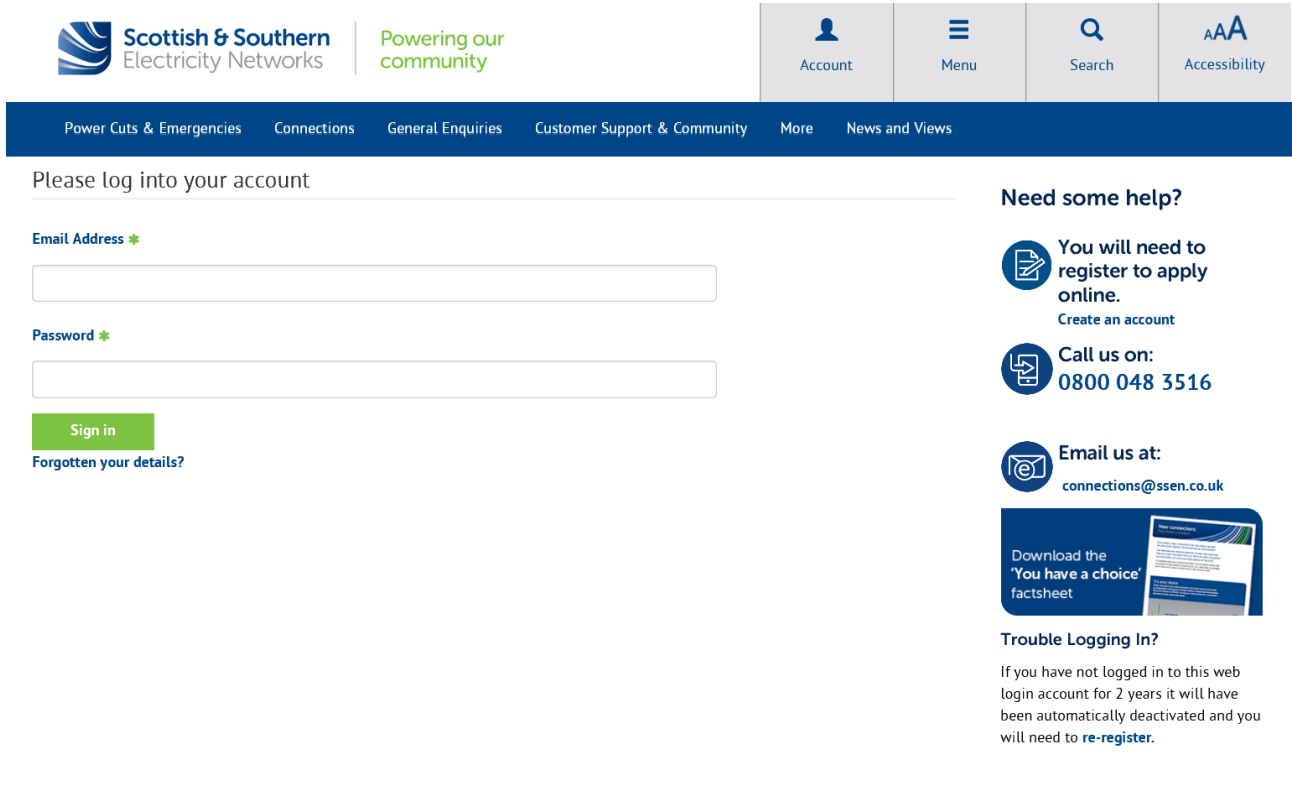
England: 0800 072 7282
Scotland: 0800 300 999

Social media



15. Screenshot No.15: SSEN website – ‘Secure Documents’ ‘Sign In’– page

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



The screenshot shows the sign-in page for the SSEN website. At the top left is the SSEN logo and tagline 'Powering our community'. To the right are navigation links for 'Account', 'Menu', 'Search', and 'Accessibility'. Below this is a dark blue navigation bar with links for 'Power Cuts & Emergencies', 'Connections', 'General Enquiries', 'Customer Support & Community', 'More', and 'News and Views'. The main content area is titled 'Please log into your account' and contains two input fields for 'Email Address' and 'Password', each with an asterisk indicating a required field. A green 'Sign in' button is positioned below the password field, with a link for 'Forgotten your details?' underneath. To the right of the sign-in form is a 'Need some help?' section with three items: 1) 'You will need to register to apply online. Create an account' with a document icon; 2) 'Call us on: 0800 048 3516' with a phone icon; 3) 'Email us at: connections@ssen.co.uk' with an email icon. Below this is a link to 'Download the ‘You have a choice’ factsheet' with a thumbnail image. At the bottom right of the help section is a 'Trouble Logging In?' section with text explaining that accounts inactive for 2 years are deactivated and require re-registration.

Useful links

- | | | |
|------------------------------------|--|--------------------------------|
| Accessibility | Careers | Privacy Notice |
| Using this website | SSE.com | Cookie Policy |
| Contact us | Modern Slavery Statement | Refund Policy |

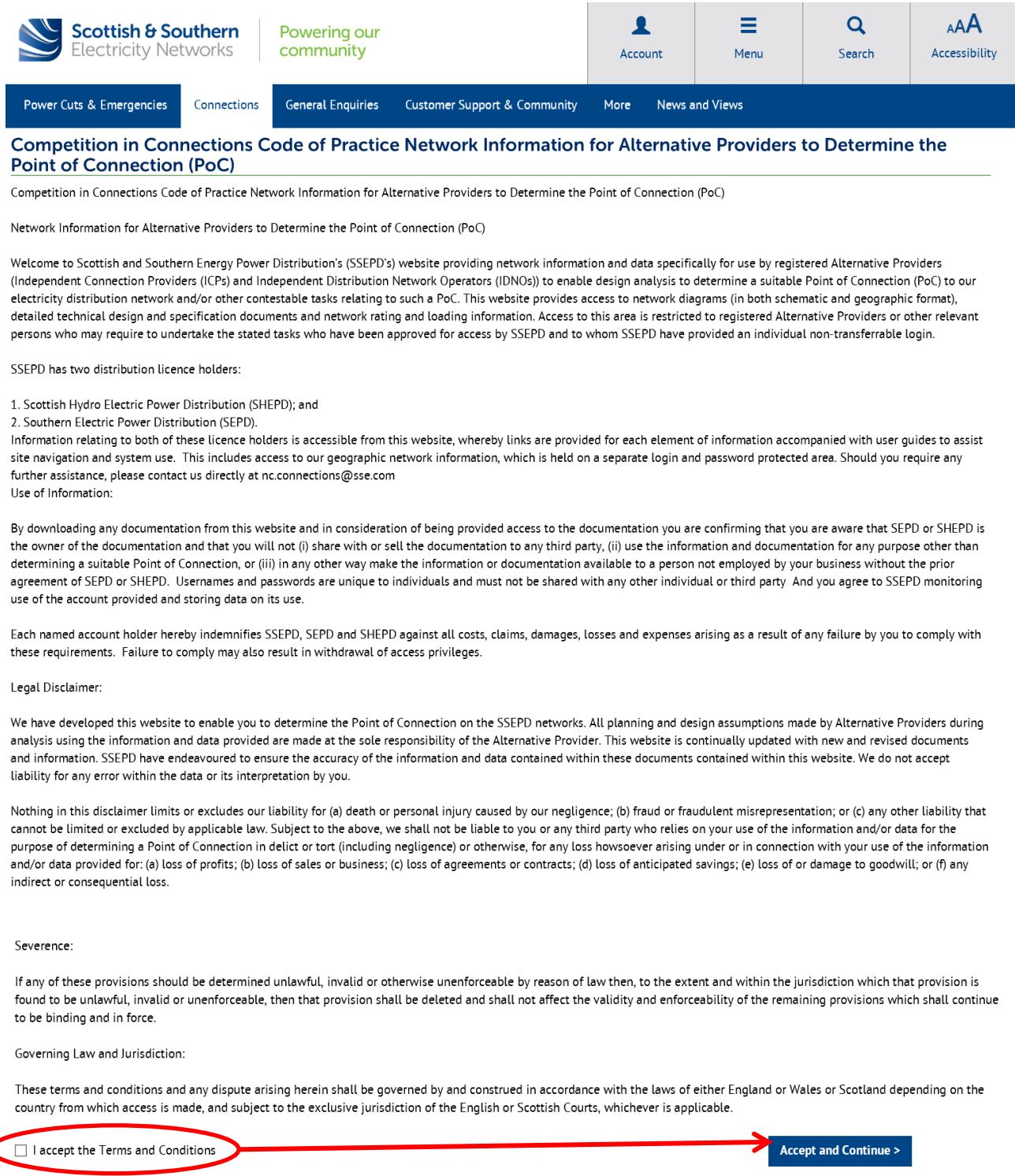


Emergency phone numbers

England: 0800 072 7282
Scotland: 0800 300 999

Social media



16. Screenshot No.16: SSEN website – ‘Secure Documents’ – ‘Terms and Conditions’ pagewww.ssen.co.uk/CompetitionInConnectionsSecureDocuments/

Scottish & Southern Electricity Networks Powering our community

Account Menu Search AAA Accessibility

Power Cuts & Emergencies Connections General Enquiries Customer Support & Community More News and Views

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

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

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

Welcome to Scottish and Southern Energy Power Distribution's (SSEPD's) website providing network information and data specifically for use by registered Alternative Providers (Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs)) to enable design analysis to determine a suitable Point of Connection (PoC) to our electricity distribution network and/or other contestable tasks relating to such a PoC. This website provides access to network diagrams (in both schematic and geographic format), detailed technical design and specification documents and network rating and loading information. Access to this area is restricted to registered Alternative Providers or other relevant persons who may require to undertake the stated tasks who have been approved for access by SSEPD and to whom SSEPD have provided an individual non-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.

Severence:

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

Governing Law and Jurisdiction:

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

I accept the Terms and Conditions

Accept and Continue >

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

17. Screenshot No.17: SSEN website – ‘Secure Documents’ – ‘Alternative Provider Network Information’ page

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



The header of the SSEN website features the company logo and tagline 'Powering our community' on the left. On the right, there are four utility icons: 'Account' (person icon), 'Menu' (hamburger icon), 'Search' (magnifying glass icon), and 'Accessibility' (AAA icon). Below these is a dark blue navigation bar with white text links: 'Power Cuts & Emergencies', 'Connections', 'General Enquiries', 'Customer Support & Community', 'More', and 'News and Views'.

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](#)

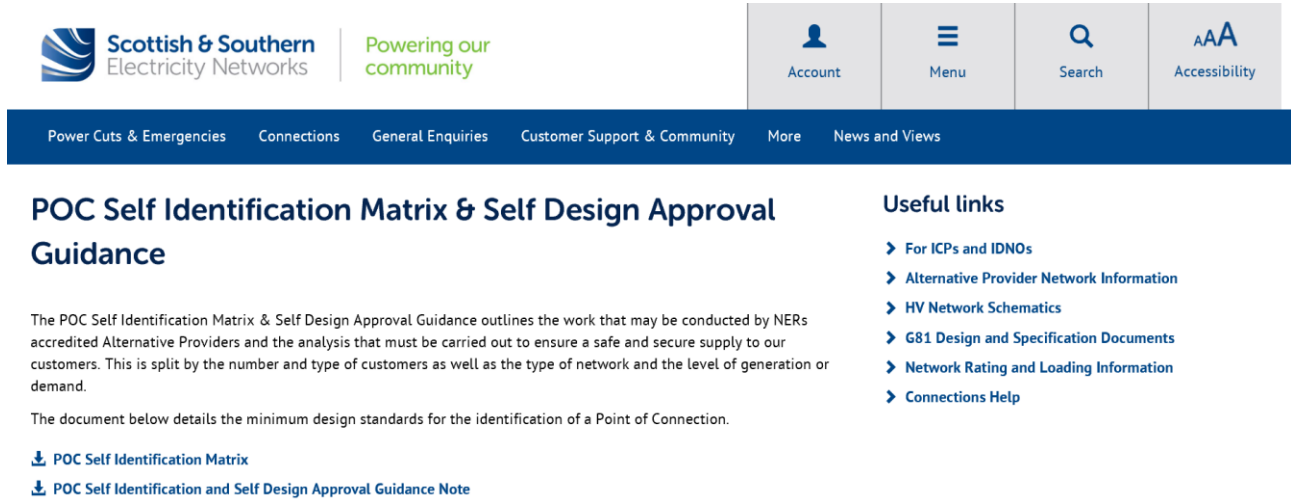


The main content area of the page is enclosed in a red rounded rectangle and contains seven blue rectangular tiles with white text, each representing a different resource or document available to Alternative Providers. The tiles are arranged in three rows: the first row has three tiles, the second row has three tiles, and the third row has two tiles.

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
G81 Design, Specification and Operational Documents for Comment	Safety Bulletins	

18. Screenshot No.18: SSEN website – ‘Secure Documents’ – ‘POC Guidance Matrix’ page

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



The screenshot shows the SSEN website header with the logo and tagline 'Powering our community'. The navigation bar includes links for 'Power Cuts & Emergencies', 'Connections', 'General Enquiries', 'Customer Support & Community', 'More', and 'News and Views'. The main content area features the title 'POC Self Identification Matrix & Self Design Approval Guidance' and a paragraph explaining the guidance. A 'Useful links' section lists several resources with right-pointing chevrons. At the bottom, there are two download links for the 'POC Self Identification Matrix' and 'POC Self Identification and Self Design Approval Guidance Note'.

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Account Menu Search Accessibility

Power Cuts & Emergencies Connections General Enquiries Customer Support & Community More News and Views

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](#)

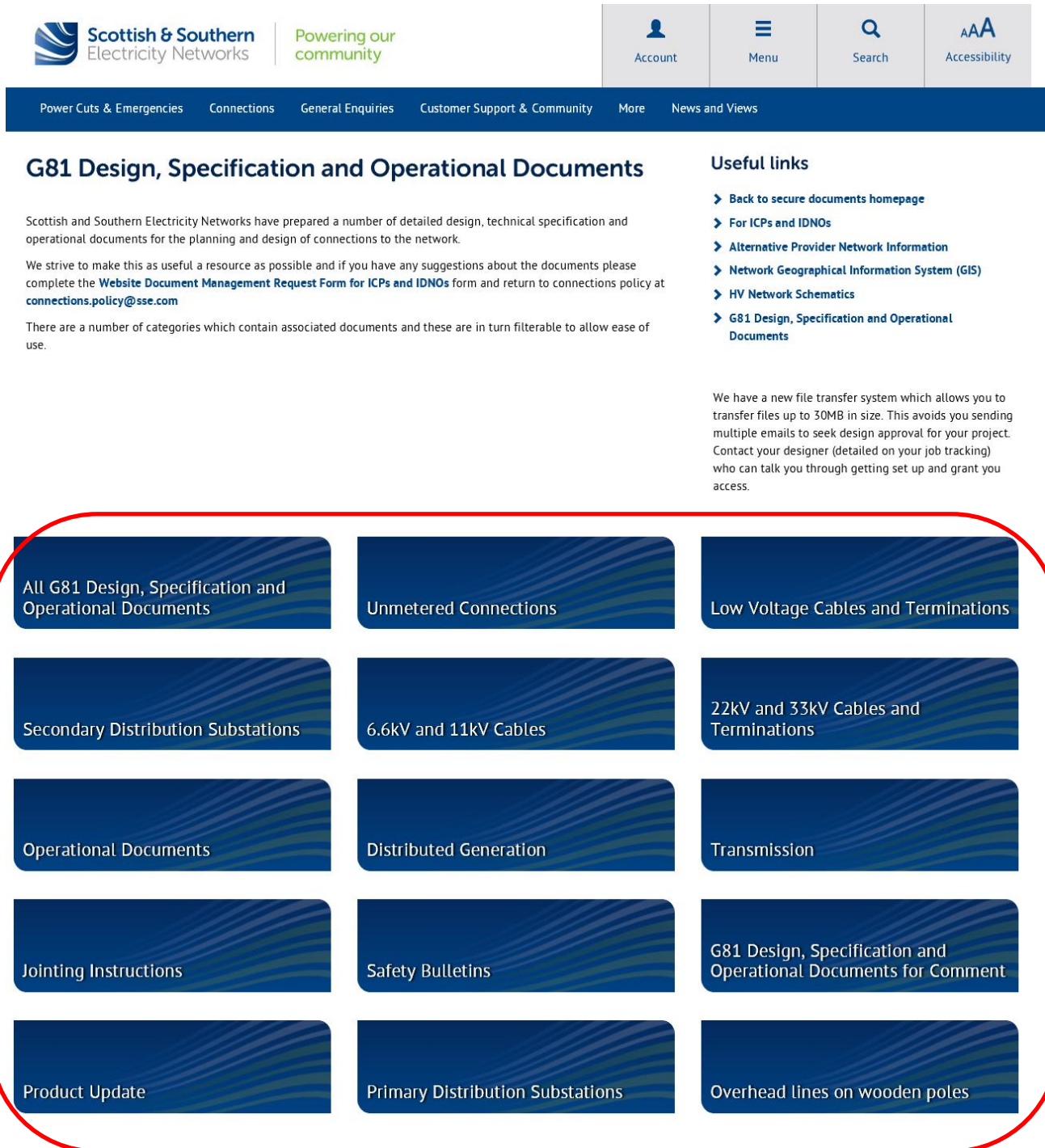
↓ [POC Self Identification and Self Design Approval Guidance Note](#)

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](#)

19. Screenshot No.19: SSEN website – ‘Secure Documents’ – ‘Design and Specification Documents’ page

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



Scottish & Southern Electricity Networks | Powering our community

Account | Menu | Search | Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

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
Joining Instructions	Safety Bulletins	G81 Design, Specification and Operational Documents for Comment
Product Update	Primary Distribution Substations	Overhead lines on wooden poles

20. Screenshot No.20: SSEN website – ‘Secure Documents’ – ‘All G81 Documents’ page

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

G81 Design, Specification and Operational Documents

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

All Documents

Apply Filter

Show All

Filter

Cables



17 Jun 2020
TG-NET-CAB-009, Load Ratings of LV to 33 kV Underground Cables - Design Data



17 Jun 2020
TG-NET-CAB-001, Electricity Service, Intake and Distributor Cables up to and Including 33kV - Design and Installation Standard



17 Jun 2020
TEM-NET-CAB-003, Low Voltage Cable Rating Calculation Sheet



17 Jun 2020
SP-NET-ENG-005, Specification of Fibre Optic Cable and Supporting Infrastructure for SSEN



17 Jun 2020
SP-NET-ENG-006, Installation of Fibre Optic Cable and Supporting Infrastructure for SSEN



17 Jun 2020
TEM-NET-CAB-004, 11 kV Cable Rating and Earthing Calculation Sheet



17 Jun 2020
TEM-NET-CAB-008, 33 kV and 22 kV Cable Rating and Cross Bonding Earthing Calculation Sheet


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.


21. Screenshot No.21: SSEN website – ‘Secure Documents’ – ‘Unmetered Connections Documents’ page


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





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Account



Menu


Search


Accessibility

Power Cuts & Emergencies
Connections
General Enquiries
Customer Support & Community
More
News and Views

Unmetered Connections



This section contains the relevant documents for designing street lighting:


Useful links

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

Unmetered Connections documents


Apply Filter Show All Filter

Cables




17 Jun 2020

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




17 Jun 2020

TG-NET-CAB-001, Electricity Service, Intake and Distributor Cables up to and Including 33kV - Design and Installation Standard




17 Jun 2020

TEM-NET-CAB-003, Low Voltage Cable Rating Calculation Sheet



27 Oct 2018

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



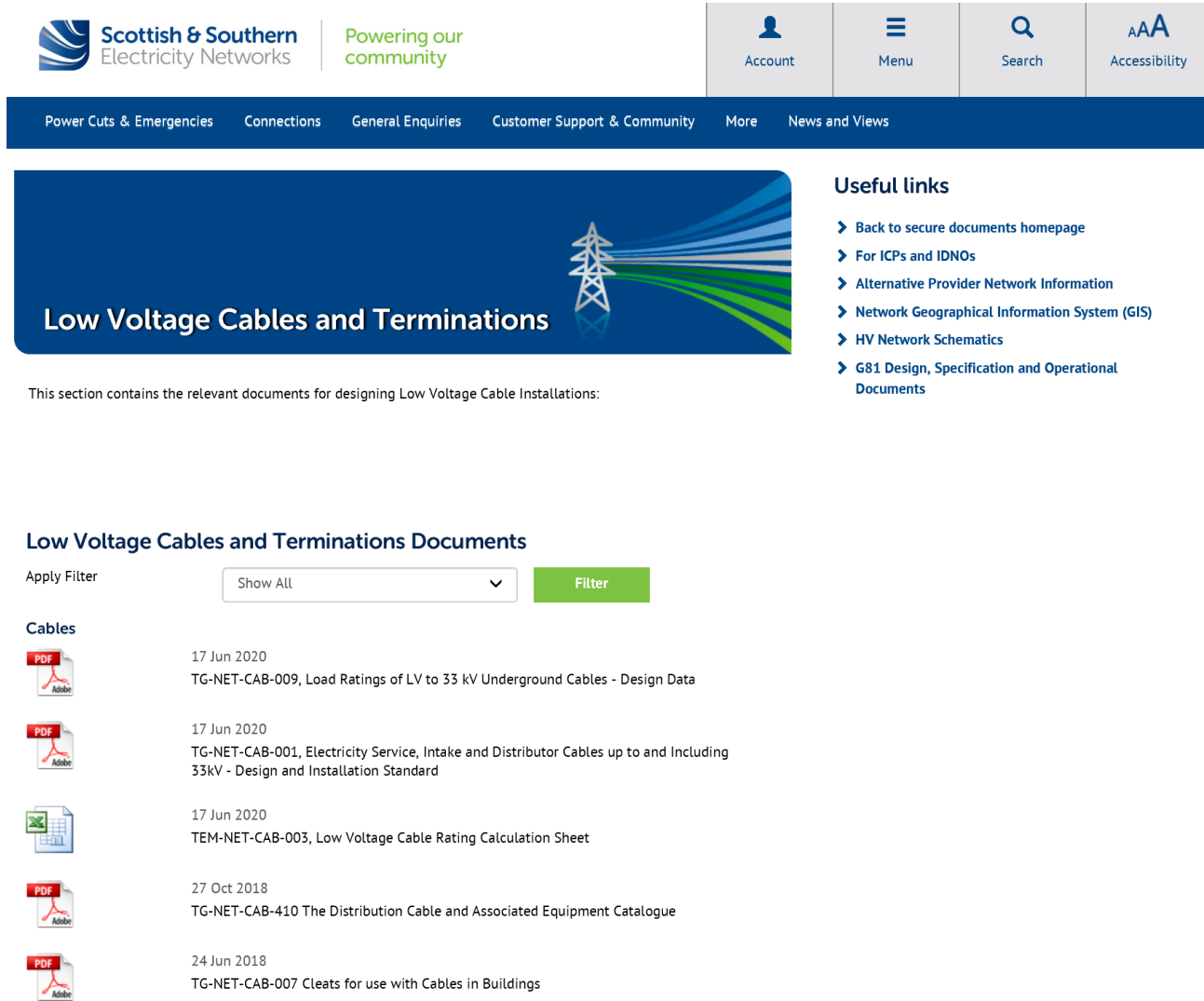
21 Jan 2018

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

Page 25 of 54

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

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



Scottish & Southern Electricity Networks | Powering our community

Account | Menu | Search | Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

Low Voltage Cables and Terminations

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

Useful links

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

Low Voltage Cables and Terminations Documents

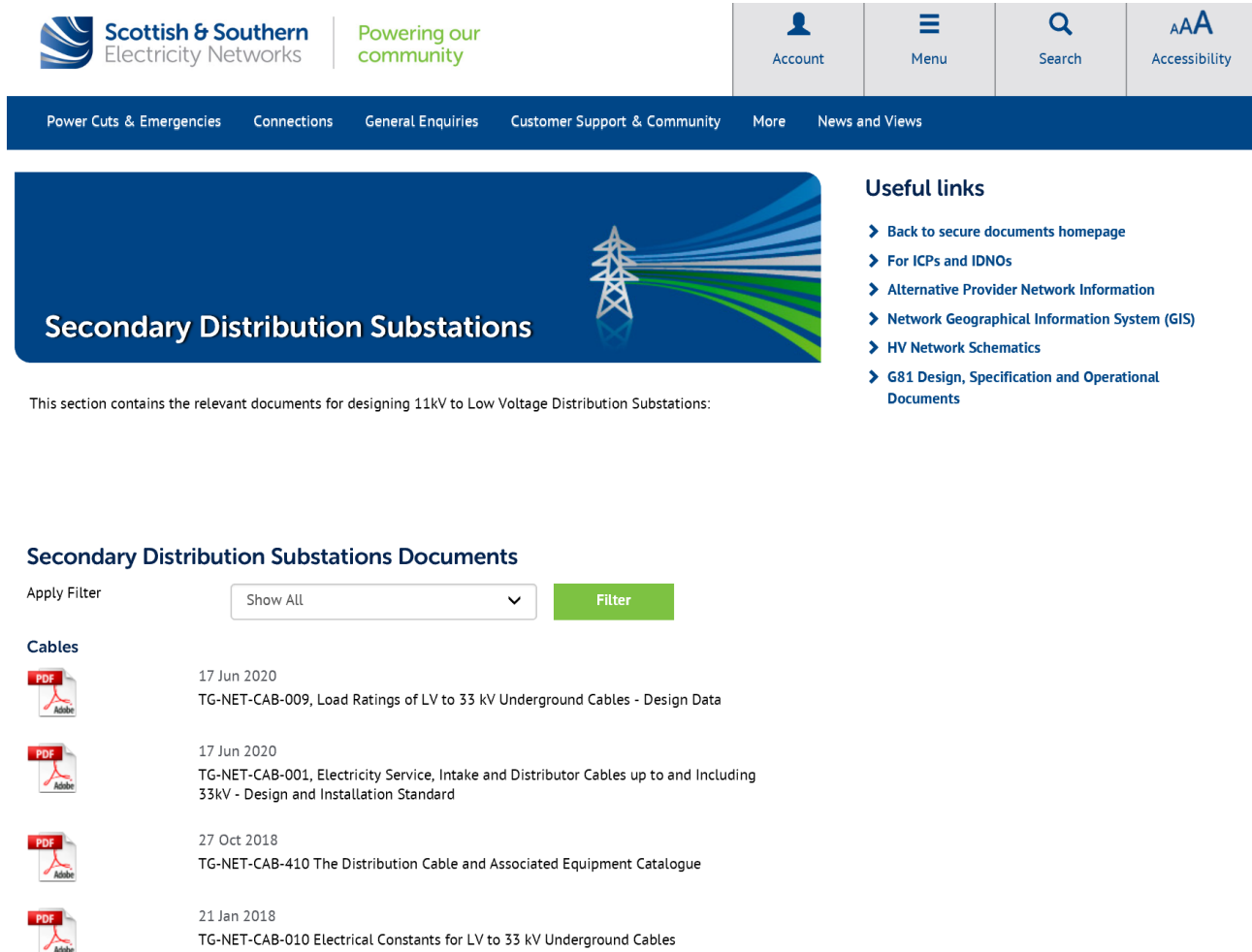
Apply Filter

Cables

- 17 Jun 2020
TG-NET-CAB-009, Load Ratings of LV to 33 kV Underground Cables - Design Data
- 17 Jun 2020
TG-NET-CAB-001, Electricity Service, Intake and Distributor Cables up to and Including 33kV - Design and Installation Standard
- 17 Jun 2020
TEM-NET-CAB-003, Low Voltage Cable Rating Calculation Sheet
- 27 Oct 2018
TG-NET-CAB-410 The Distribution Cable and Associated Equipment Catalogue
- 24 Jun 2018
TG-NET-CAB-007 Cleats for use with Cables in Buildings

23. Screenshot No.23: 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 & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

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

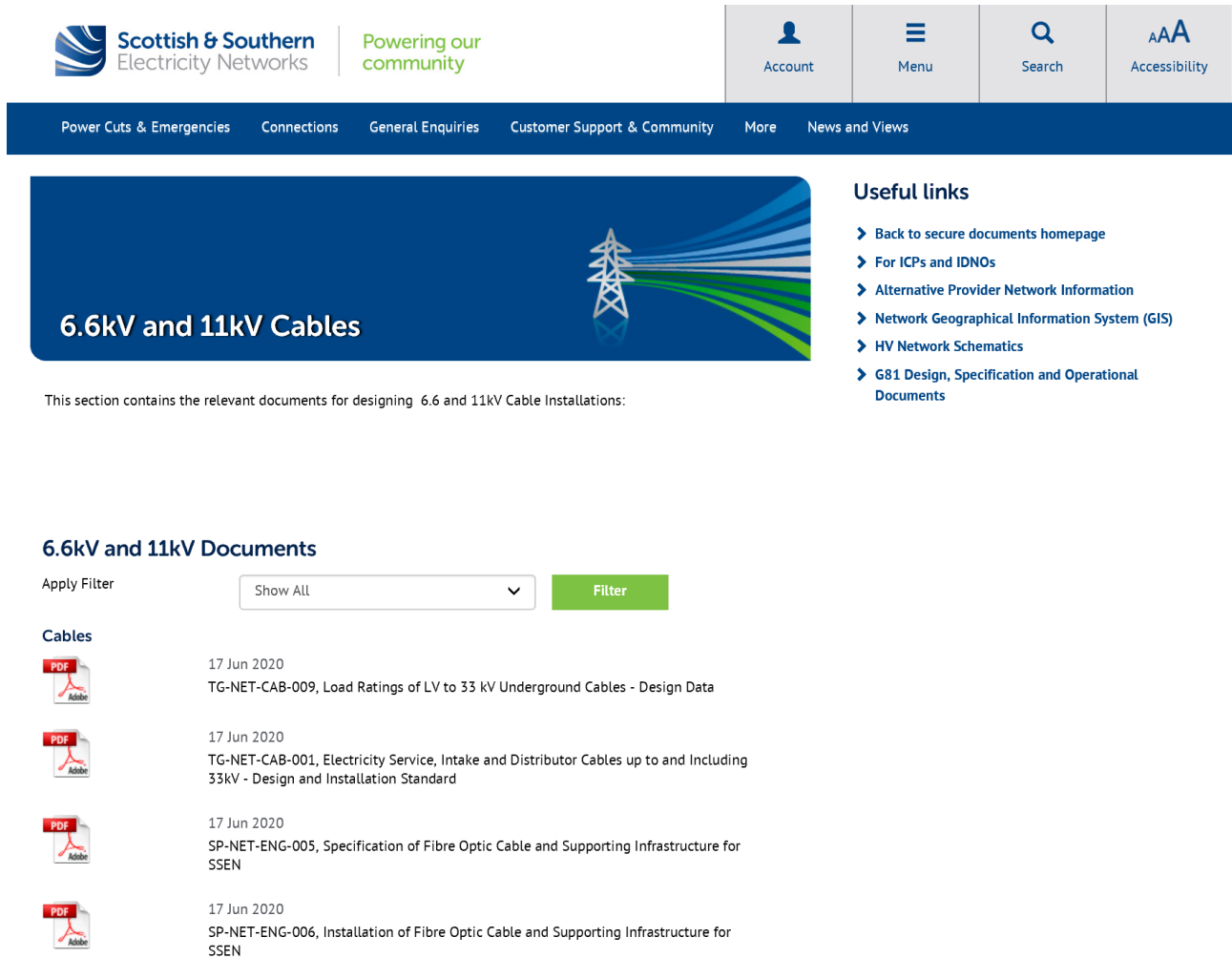
Apply Filter | Show All | Filter

Cables

- 17 Jun 2020
TG-NET-CAB-009, Load Ratings of LV to 33 kV Underground Cables - Design Data
- 17 Jun 2020
TG-NET-CAB-001, Electricity Service, Intake and Distributor Cables up to and Including 33kV - Design and Installation Standard
- 27 Oct 2018
TG-NET-CAB-410 The Distribution Cable and Associated Equipment Catalogue
- 21 Jan 2018
TG-NET-CAB-010 Electrical Constants for LV to 33 kV Underground Cables

24. Screenshot No.24: 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 & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

6.6kV and 11kV Cables

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

6.6kV and 11kV Documents

Apply Filter

Cables

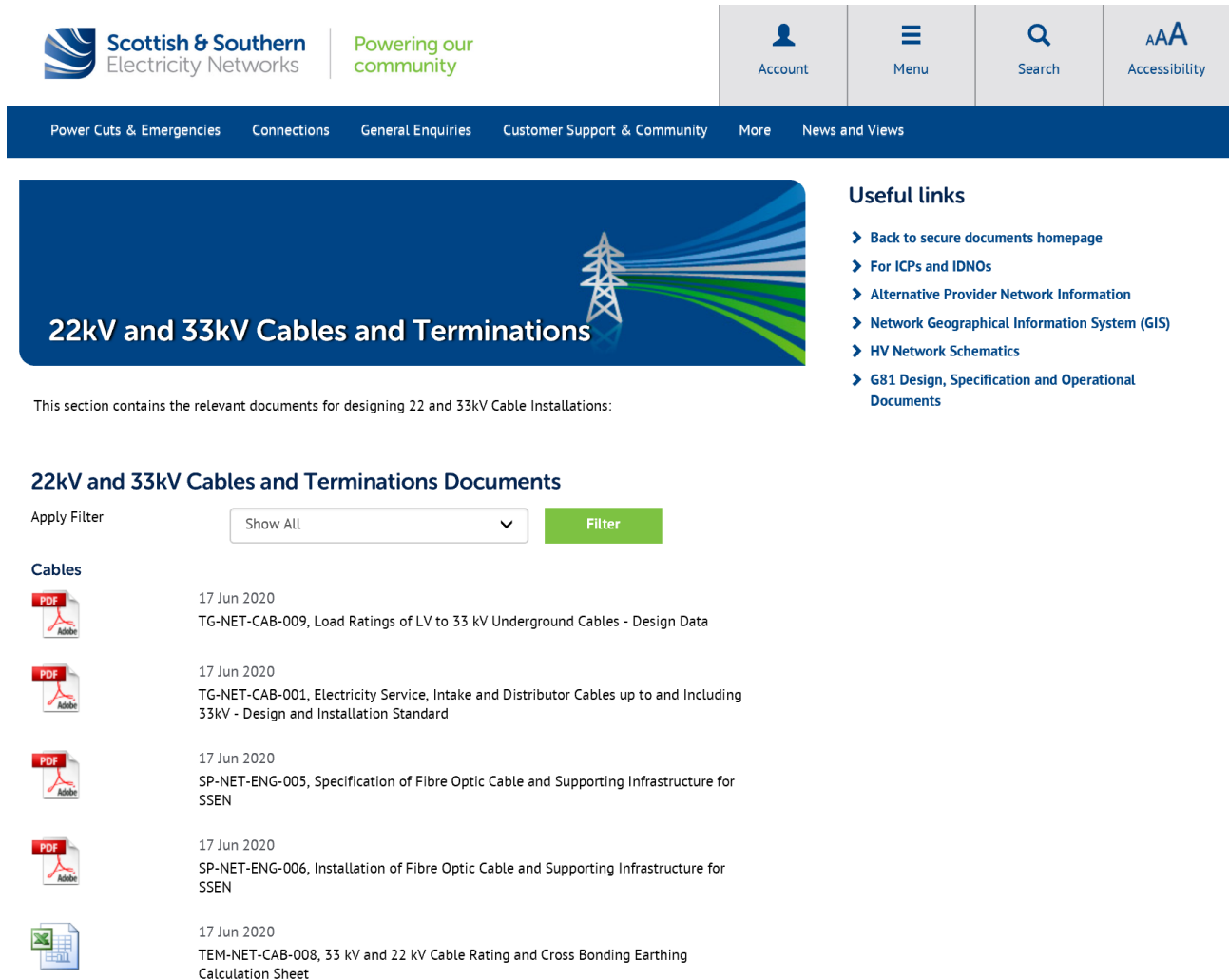
- 17 Jun 2020
TG-NET-CAB-009, Load Ratings of LV to 33 kV Underground Cables - Design Data
- 17 Jun 2020
TG-NET-CAB-001, Electricity Service, Intake and Distributor Cables up to and Including 33kV - Design and Installation Standard
- 17 Jun 2020
SP-NET-ENG-005, Specification of Fibre Optic Cable and Supporting Infrastructure for SSEN
- 17 Jun 2020
SP-NET-ENG-006, Installation of Fibre Optic Cable and Supporting Infrastructure for SSEN

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

25. Screenshot No.25: 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 & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

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

Cables

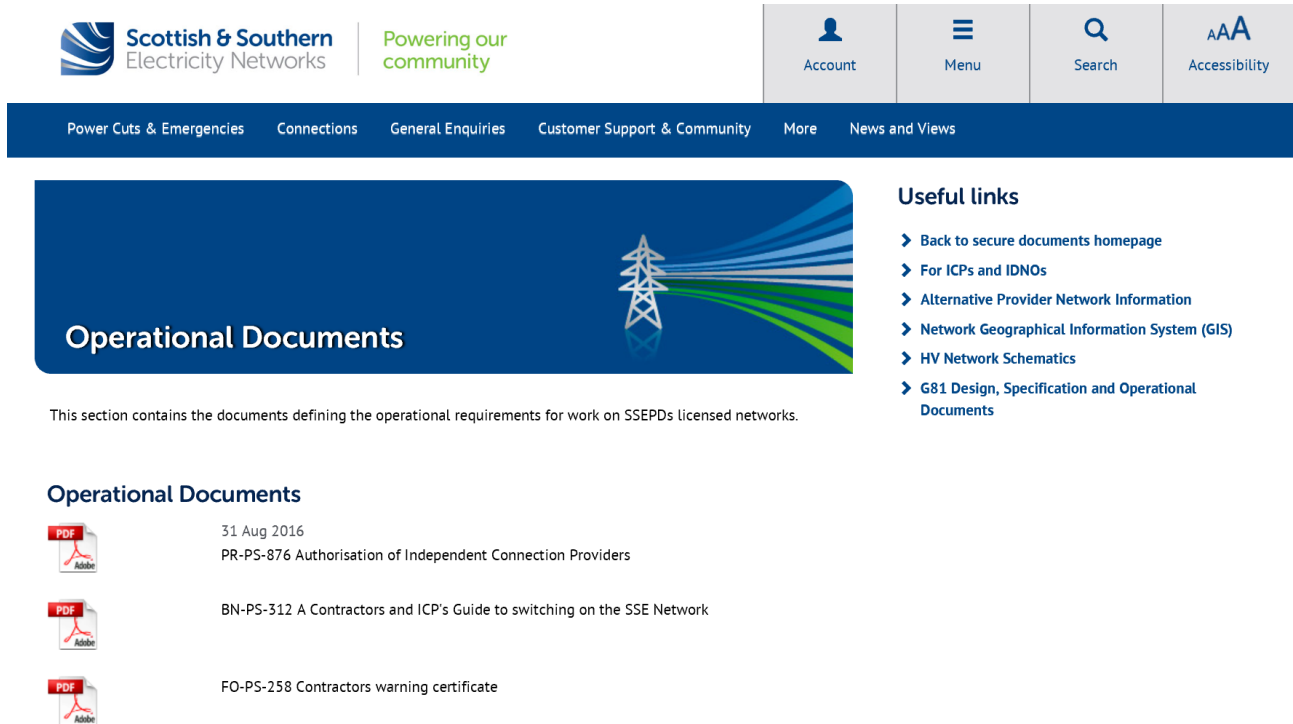
- 17 Jun 2020
TG-NET-CAB-009, Load Ratings of LV to 33 kV Underground Cables - Design Data
- 17 Jun 2020
TG-NET-CAB-001, Electricity Service, Intake and Distributor Cables up to and Including 33kV - Design and Installation Standard
- 17 Jun 2020
SP-NET-ENG-005, Specification of Fibre Optic Cable and Supporting Infrastructure for SSEN
- 17 Jun 2020
SP-NET-ENG-006, Installation of Fibre Optic Cable and Supporting Infrastructure for SSEN
- 17 Jun 2020
TEM-NET-CAB-008, 33 kV and 22 kV Cable Rating and Cross Bonding Earthing Calculation Sheet

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

26. Screenshot No.26: SSEN website – ‘Secure Documents’ – ‘Operational Documents’ page




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



Operational Documents

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

Operational Documents

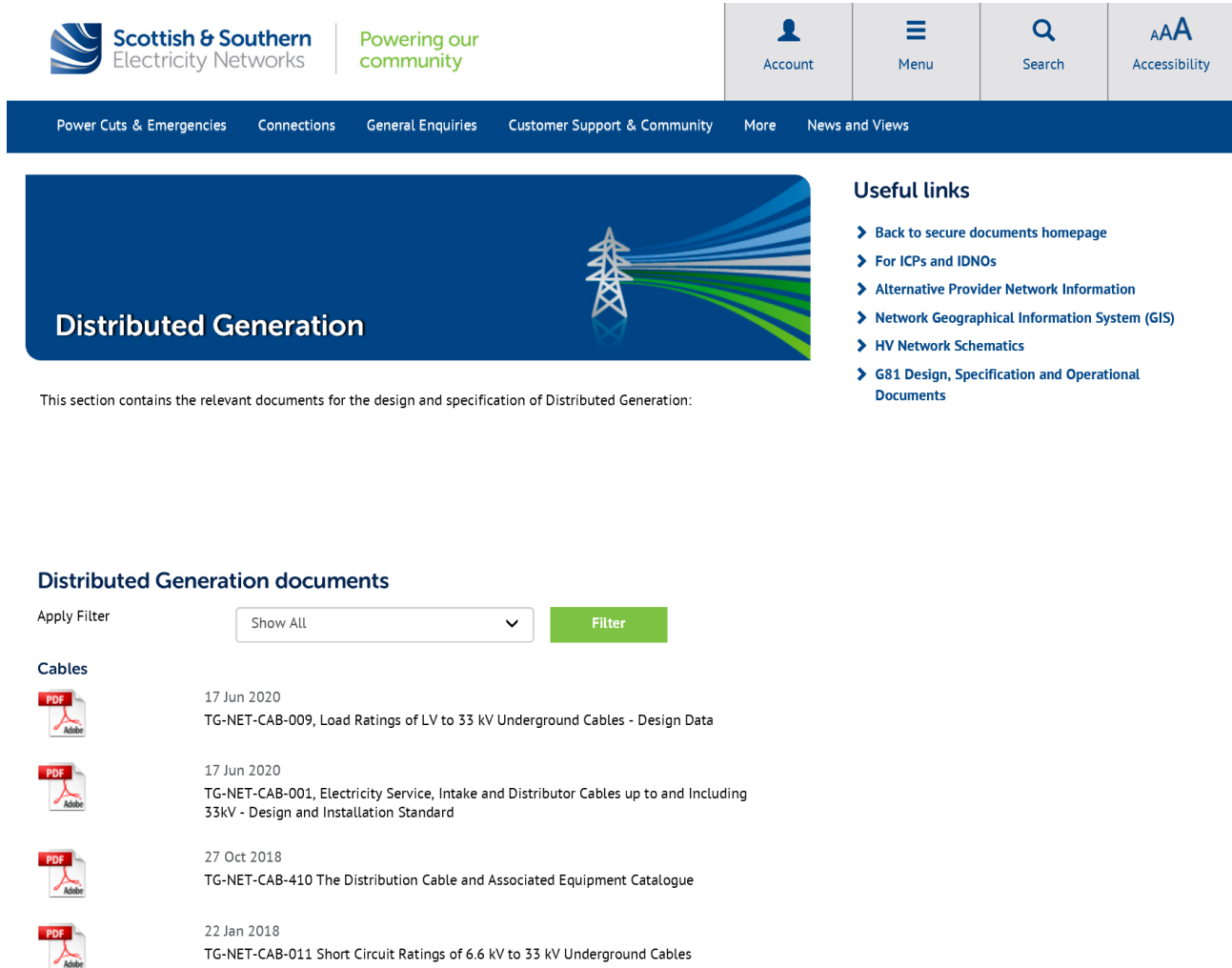
-  31 Aug 2016
PR-PS-876 Authorisation of Independent Connection Providers
-  BN-PS-312 A Contractors and ICP's Guide to switching on the SSE Network
-  FO-PS-258 Contractors warning certificate

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](#)

27. Screenshot No.27: SSEN website – ‘Secure Documents’ – ‘Distribution Generation Documents’ page

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



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Account | Menu | Search | Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

Distributed Generation

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

Useful links

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

Distributed Generation documents

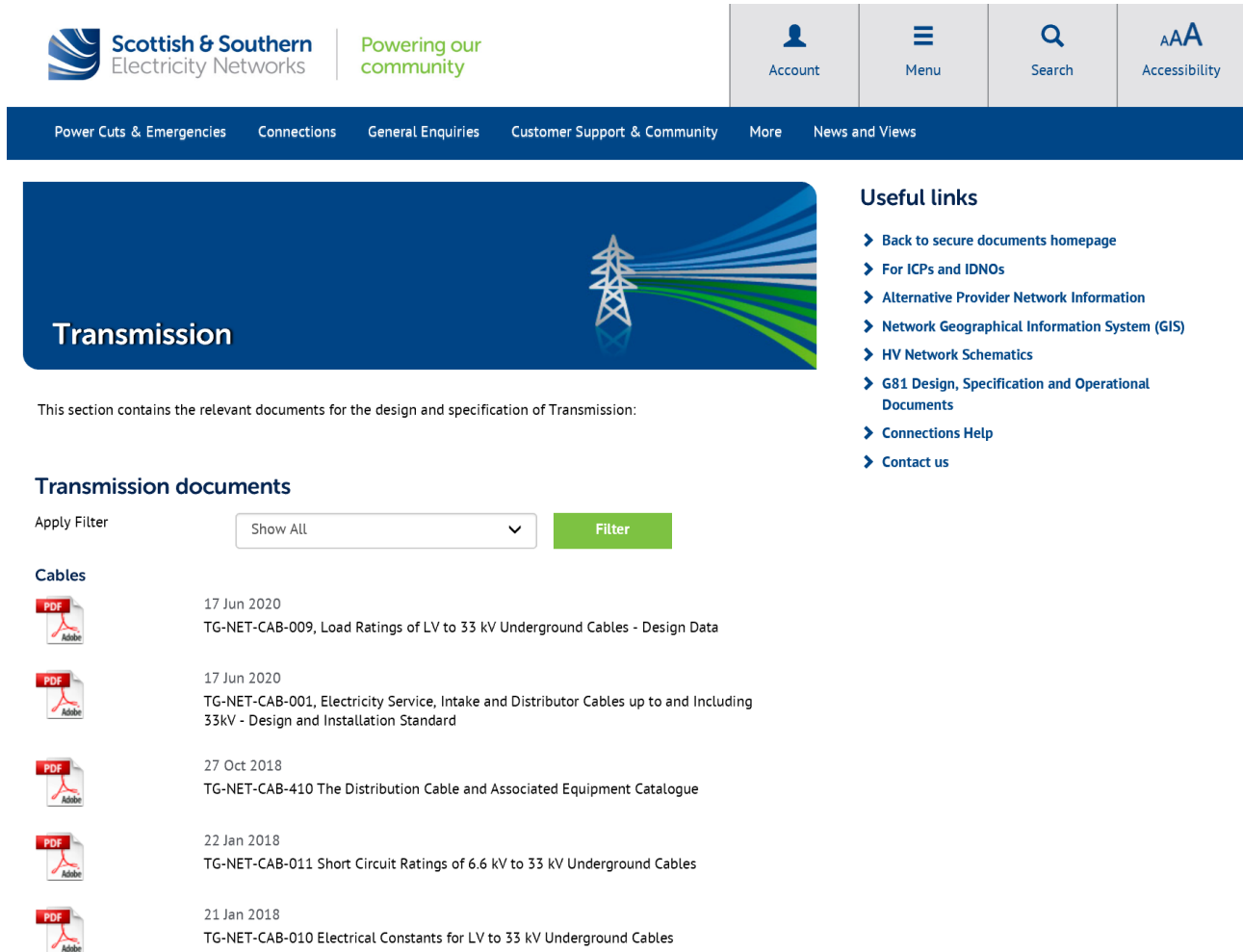
Apply Filter

Cables

- 17 Jun 2020
TG-NET-CAB-009, Load Ratings of LV to 33 kV Underground Cables - Design Data
- 17 Jun 2020
TG-NET-CAB-001, Electricity Service, Intake and Distributor Cables up to and Including 33kV - Design and Installation Standard
- 27 Oct 2018
TG-NET-CAB-410 The Distribution Cable and Associated Equipment Catalogue
- 22 Jan 2018
TG-NET-CAB-011 Short Circuit Ratings of 6.6 kV to 33 kV Underground Cables

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

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



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Account | Menu | Search | Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

Transmission

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

Transmission documents

Apply Filter

Cables

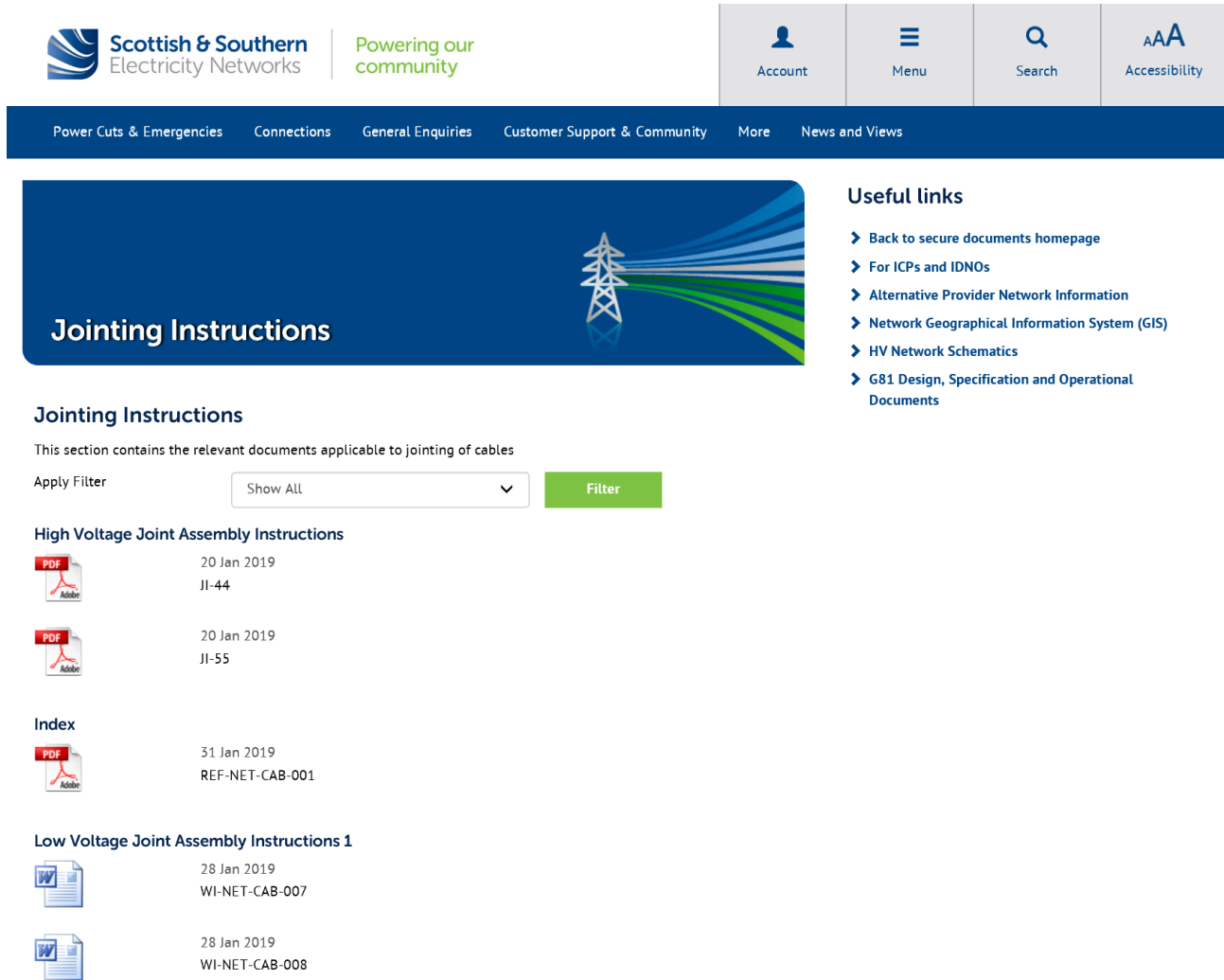
- 17 Jun 2020
TG-NET-CAB-009, Load Ratings of LV to 33 kV Underground Cables - Design Data
- 17 Jun 2020
TG-NET-CAB-001, Electricity Service, Intake and Distributor Cables up to and Including 33kV - Design and Installation Standard
- 27 Oct 2018
TG-NET-CAB-410 The Distribution Cable and Associated Equipment Catalogue
- 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-010 Electrical Constants for LV to 33 kV Underground 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
- Connections Help
- Contact us

29. Screenshot No.29: SSEN website – ‘Secure Documents’ – ‘Jointing Instructions’ page

www.ssen.co.uk/CompetitionInConnections/JointingInstructions/



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Account | Menu | Search | Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

Jointing Instructions

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

Jointing Instructions


This section contains the relevant documents applicable to jointing of cables

Apply Filter



High Voltage Joint Assembly Instructions

	20 Jan 2019 JI-44
	20 Jan 2019 JI-55

Index

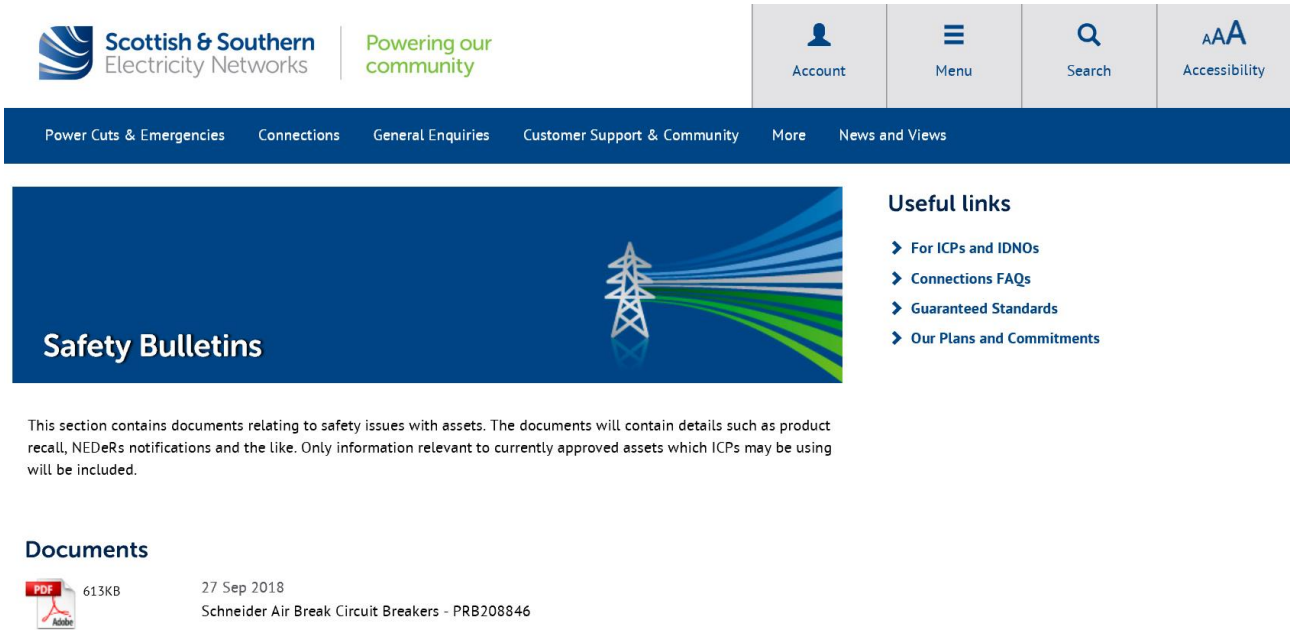
	31 Jan 2019 REF-NET-CAB-001
---	--------------------------------

Low Voltage Joint Assembly Instructions 1

	28 Jan 2019 WI-NET-CAB-007
	28 Jan 2019 WI-NET-CAB-008

30. Screenshot No.30: SSEN website – ‘Secure Documents’ – ‘Safety Bulletins’ page

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



Scottish & Southern
Electricity Networks | Powering our community


Account | Menu | Search | Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

Safety Bulletins

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

Documents

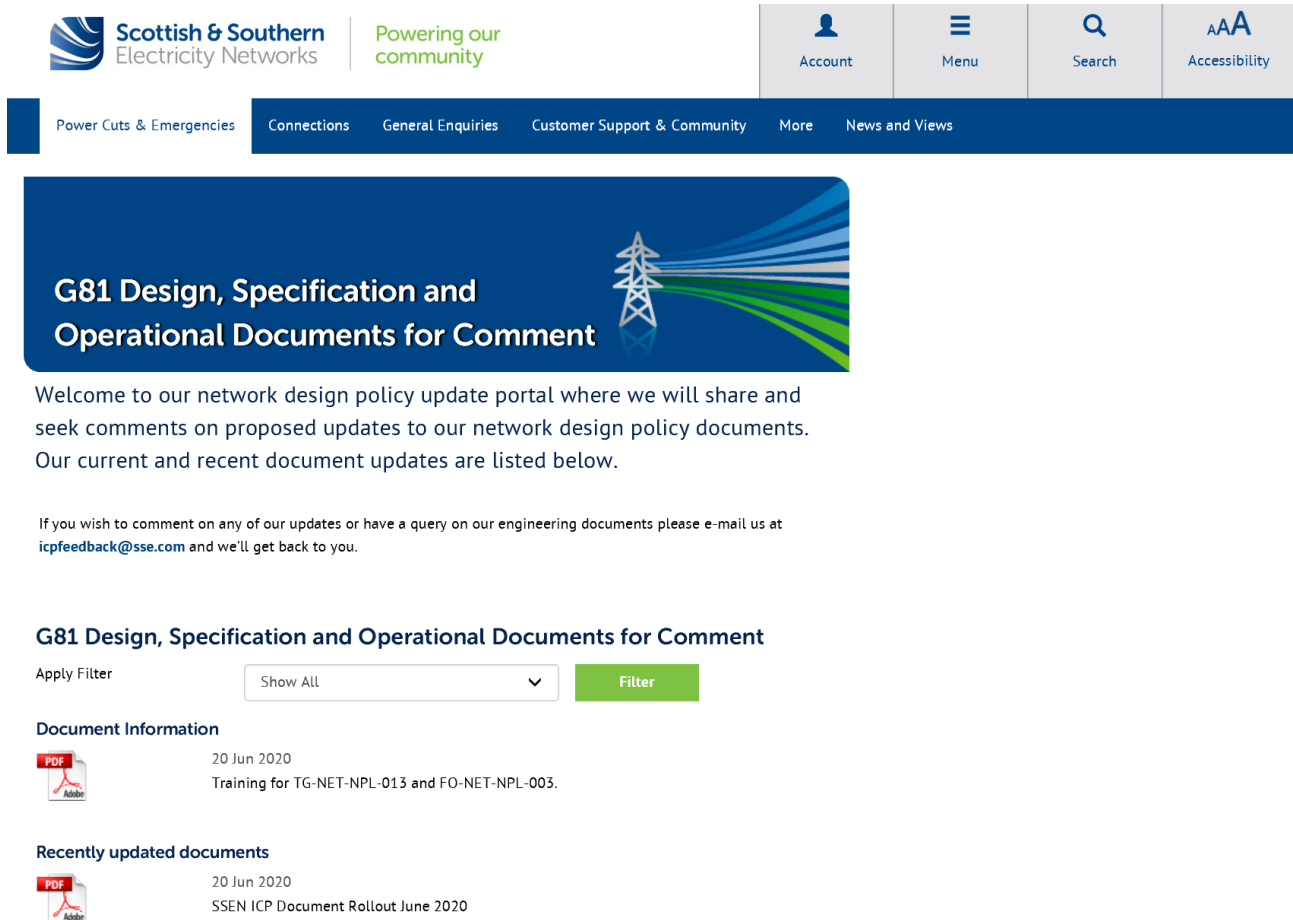
	613KB	27 Sep 2018	Schneider Air Break Circuit Breakers - PRB208846
---	-------	-------------	--

Useful links

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

31. Screenshot No.31: SSEN website – ‘Secure Documents’ – ‘G81 Design, Specification and Operational Documents for Comment’ page

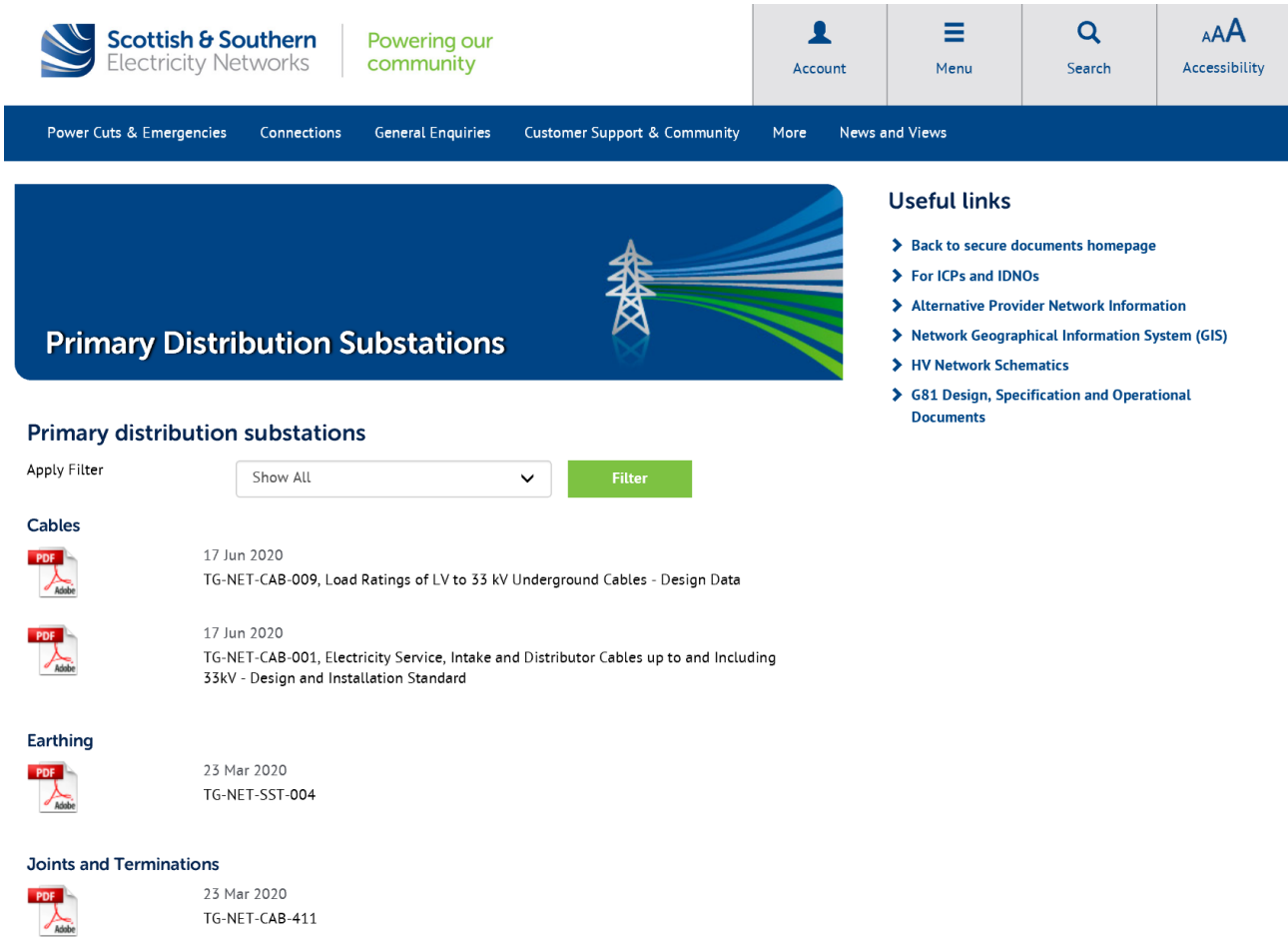
www.ssen.co.uk/competitioninconnections/G81DesignSpecificationandOperationalDocumentsforComment/



The screenshot shows the SSEN website header with the logo and tagline 'Powering our community'. A navigation bar includes links for 'Power Cuts & Emergencies', 'Connections', 'General Enquiries', 'Customer Support & Community', 'More', and 'News and Views'. A secondary navigation bar contains 'Account', 'Menu', 'Search', and 'Accessibility'. The main content area features a blue banner with a power line graphic and the title 'G81 Design, Specification and Operational Documents for Comment'. Below the banner, a welcome message states: 'Welcome to our network design policy update portal where we will share and seek comments on proposed updates to our network design policy documents. Our current and recent document updates are listed below.' A contact email 'icpfeedback@sse.com' is provided. A filter section includes 'Apply Filter', a 'Show All' dropdown, and a 'Filter' button. Two document entries are listed: 'Training for TG-NET-NPL-013 and FO-NET-NPL-003' (dated 20 Jun 2020) and 'SSEN ICP Document Rollout June 2020' (dated 20 Jun 2020), each with a PDF icon.

32. Screenshot No.32: SSEN website – ‘Secure Documents’ – ‘Primary Substations’ page

www.ssen.co.uk/competitioninconnections/PrimaryDistributionSubstations/



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Account | Menu | Search | Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

Primary 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

Primary distribution substations

Apply Filter | Show All | Filter

Cables

17 Jun 2020
TG-NET-CAB-009, Load Ratings of LV to 33 kV Underground Cables - Design Data

17 Jun 2020
TG-NET-CAB-001, Electricity Service, Intake and Distributor Cables up to and Including 33kV - Design and Installation Standard

Earthing

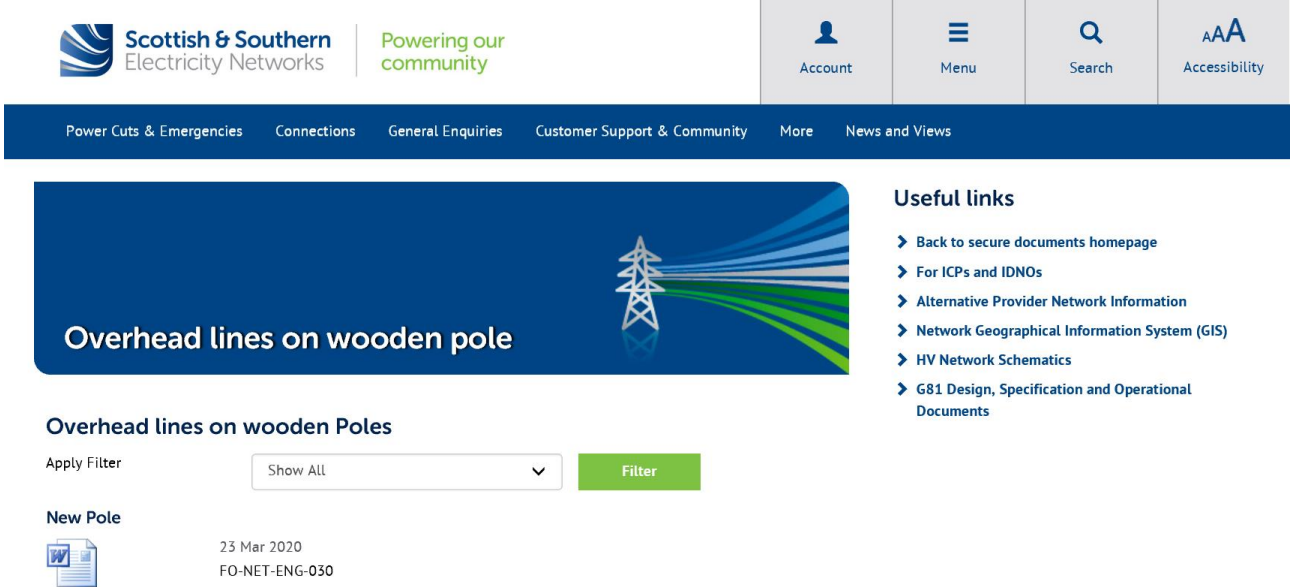
23 Mar 2020
TG-NET-SST-004

Joints and Terminations

23 Mar 2020
TG-NET-CAB-411

33. Screenshot No.33: SSEN website – ‘Secure Documents’ – ‘Overhead Line on Wooden Pole’ page

www.ssen.co.uk/competitioninconnections/Overheadlinesonwoodenpoles/



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Account | Menu | Search | Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

Overhead lines on wooden pole


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

Overhead lines on wooden Poles

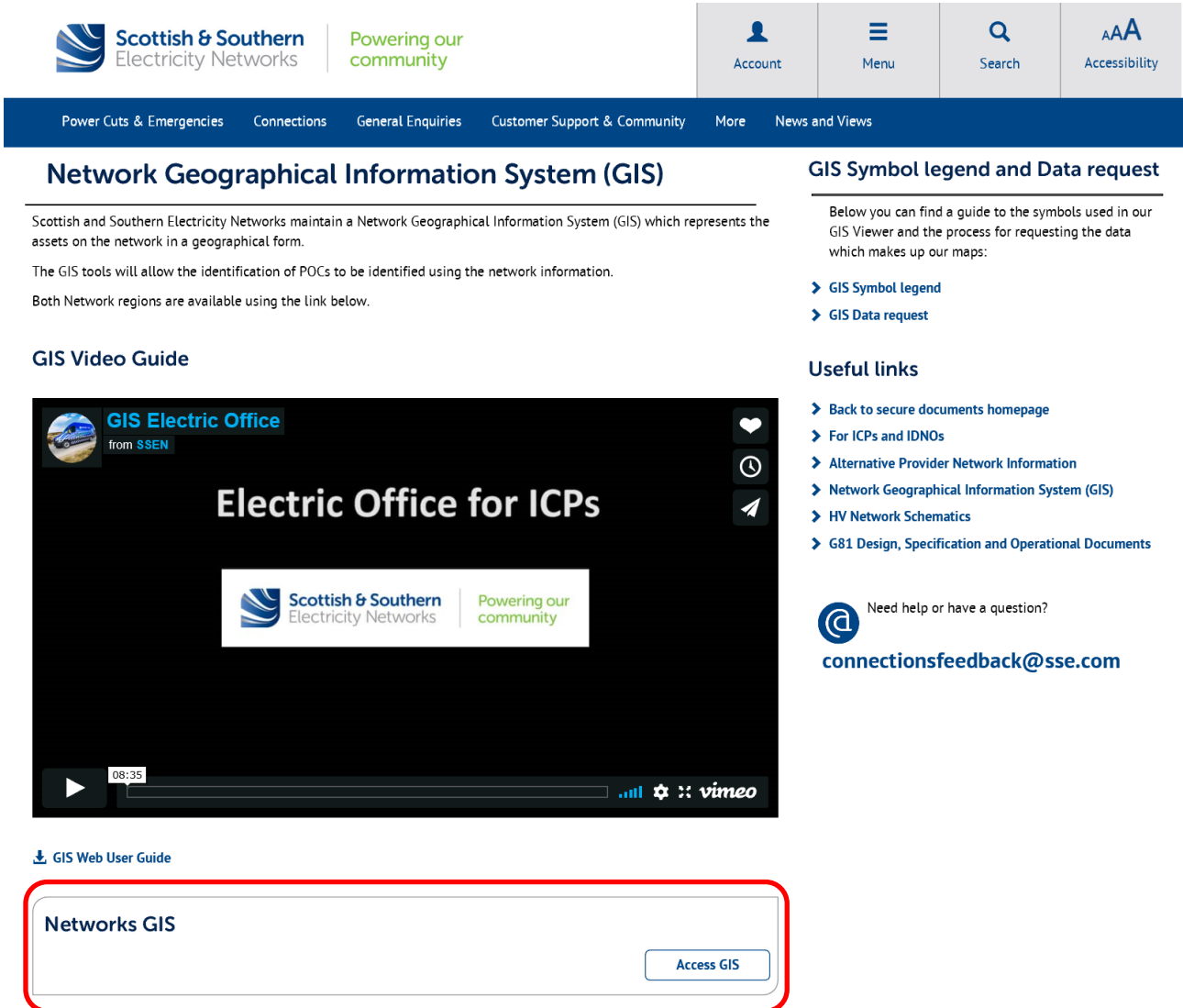
Apply Filter: Show All [v] Filter

New Pole

 23 Mar 2020
FO-NET-ENG-030

34. Screenshot No.34: SSEN website – ‘Secure Documents’ – ‘Network Geographical Information System (GIS)’ page

www.ssen.co.uk/CompetitionInConnections/GIS/



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Account | Menu | Search | Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

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 link below.

GIS Video Guide

GIS Electric Office
from SSEN

Electric Office for ICPs

Scottish & Southern Electricity Networks | Powering our community

08:35 | vimeo

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

Need help or have a question?
connectionsfeedback@sse.com

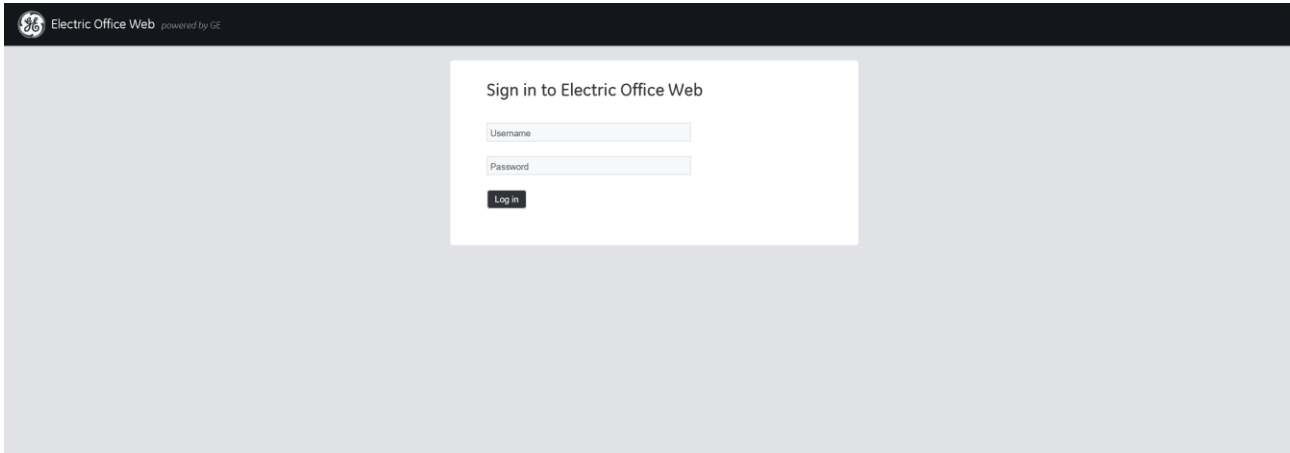
[GIS Web User Guide](#)

Networks GIS

[Access GIS](#)

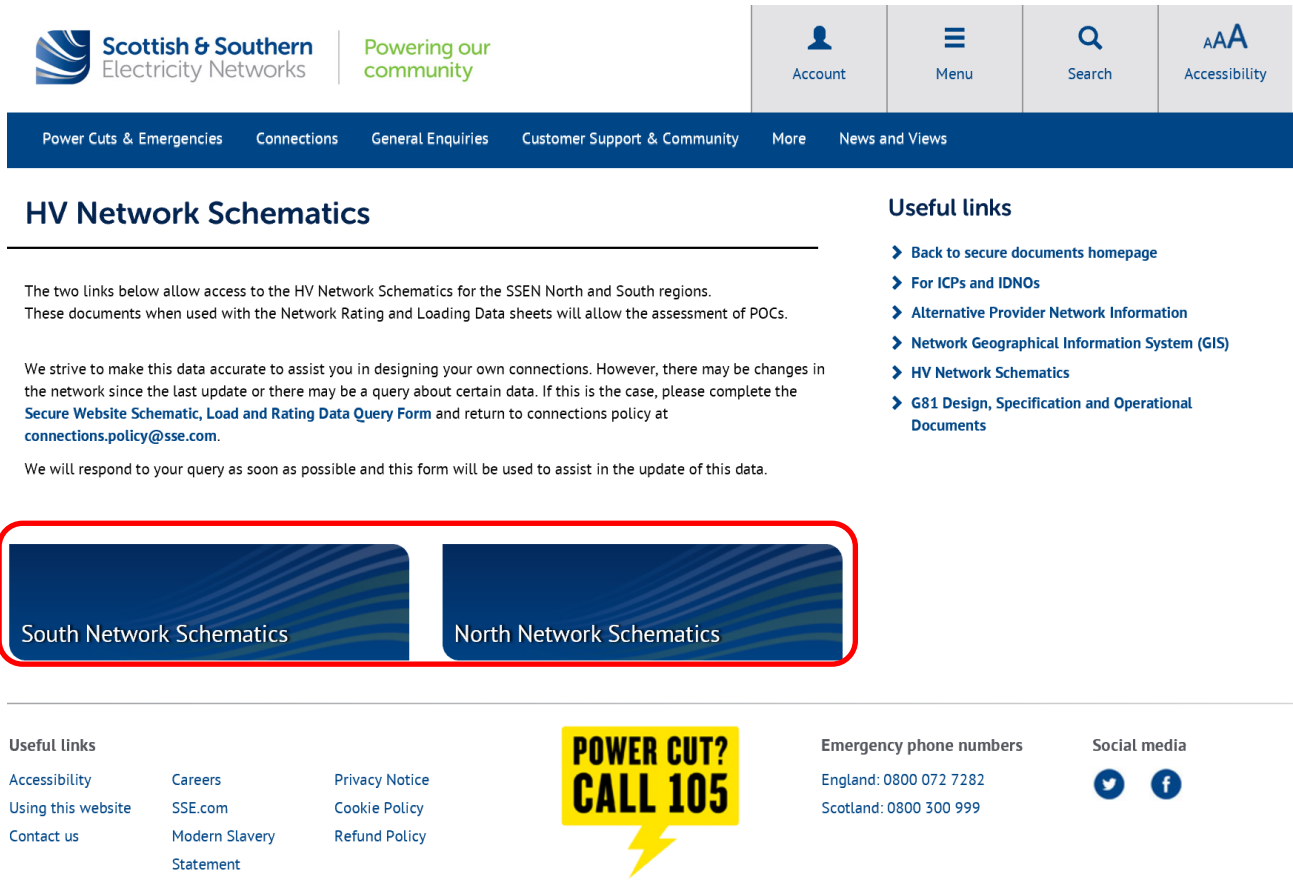
35. Screenshot No.35: SSEN website – ‘Secure Documents’ – ‘Network GIS Login’ – page

<https://new-connections.ssen.co.uk/login>



36. Screenshot No.36: SSEN website – ‘Secure Documents’ – ‘HV Network Schematics’ page

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



Scottish & Southern
Electricity Networks

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Account Menu Search Accessibility

Power Cuts & Emergencies Connections General Enquiries Customer Support & Community More News and Views

HV Network Schematics

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

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

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

South Network Schematics

North Network Schematics


Useful links

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

Useful links

Accessibility	Careers	Privacy Notice
Using this website	SSE.com	Cookie Policy
Contact us	Modern Slavery Statement	Refund Policy

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CALL 105**



Emergency phone numbers

England: 0800 072 7282
Scotland: 0800 300 999

Social media

[Twitter](#) [Facebook](#)

37. Screenshot No.37: SSEN website – ‘Secure Documents’ – ‘South Network Schematics’ page

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






The screenshot shows the top of the SSEN website. On the left is the logo for Scottish & Southern Electricity Networks with the tagline 'Powering our community'. To the right are four utility icons: Account, Menu, Search, and Accessibility. Below this is a dark blue navigation bar with the following links: Power Cuts & Emergencies, Connections, General Enquiries, Customer Support & Community, More, and News and Views.

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

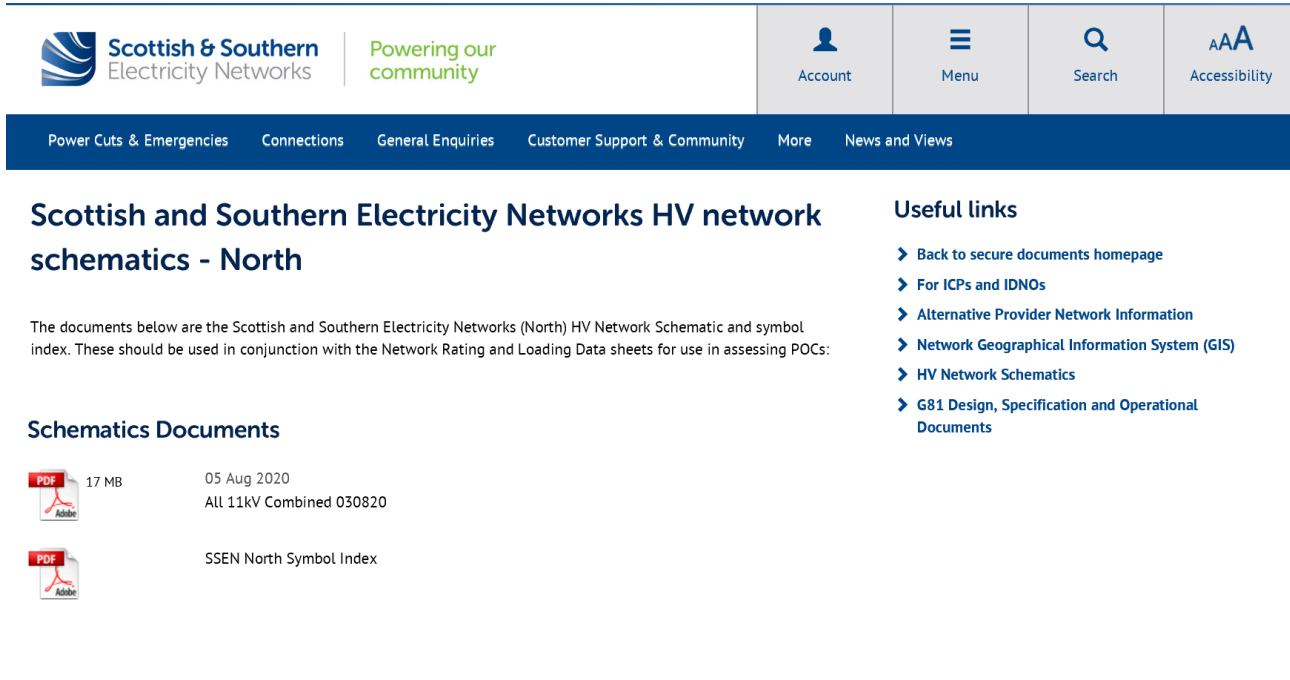
	28 MB	25 Aug 2020 SSEN South – System Diagrams - August
		SSEN South Symbol Index 1
		SSEN South Symbol Index 2

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](#)

38. Screenshot No.38: SSEN website – ‘Secure Documents’ – ‘North Network Schematics’ page



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



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

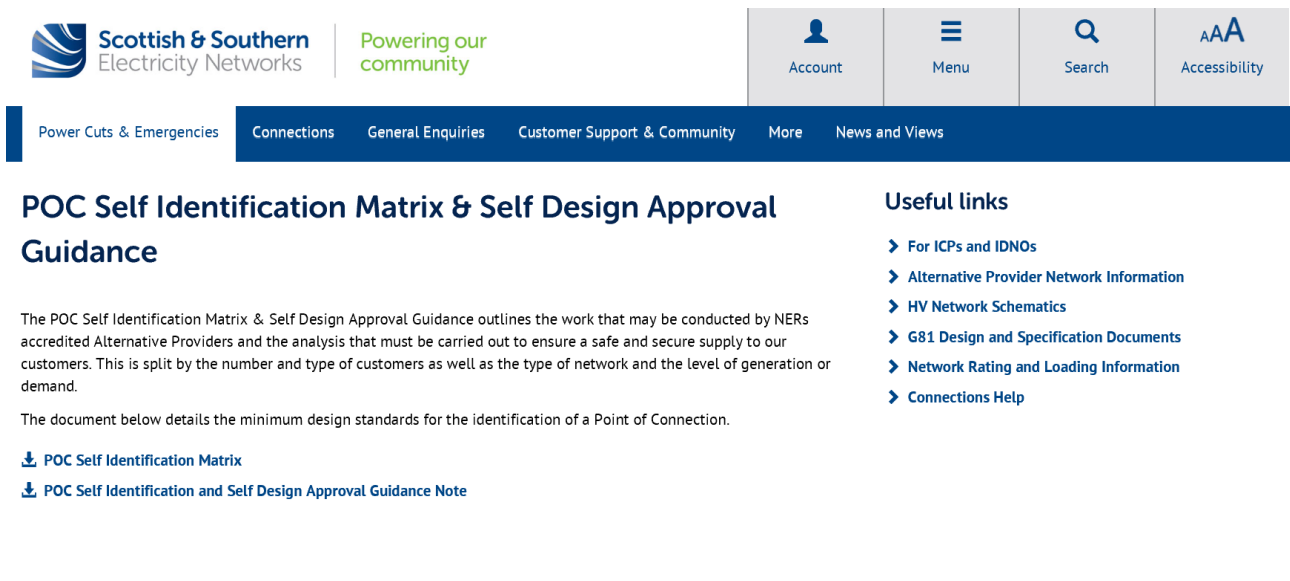
	17 MB	05 Aug 2020	All 11kV Combined 030820
			SSEN North Symbol Index

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

39. Screenshot No.39: SSEN website – ‘Secure Documents’ – ‘POC Self Identification Matrix & Self Design Approval Guidance’ – page

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



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](#)

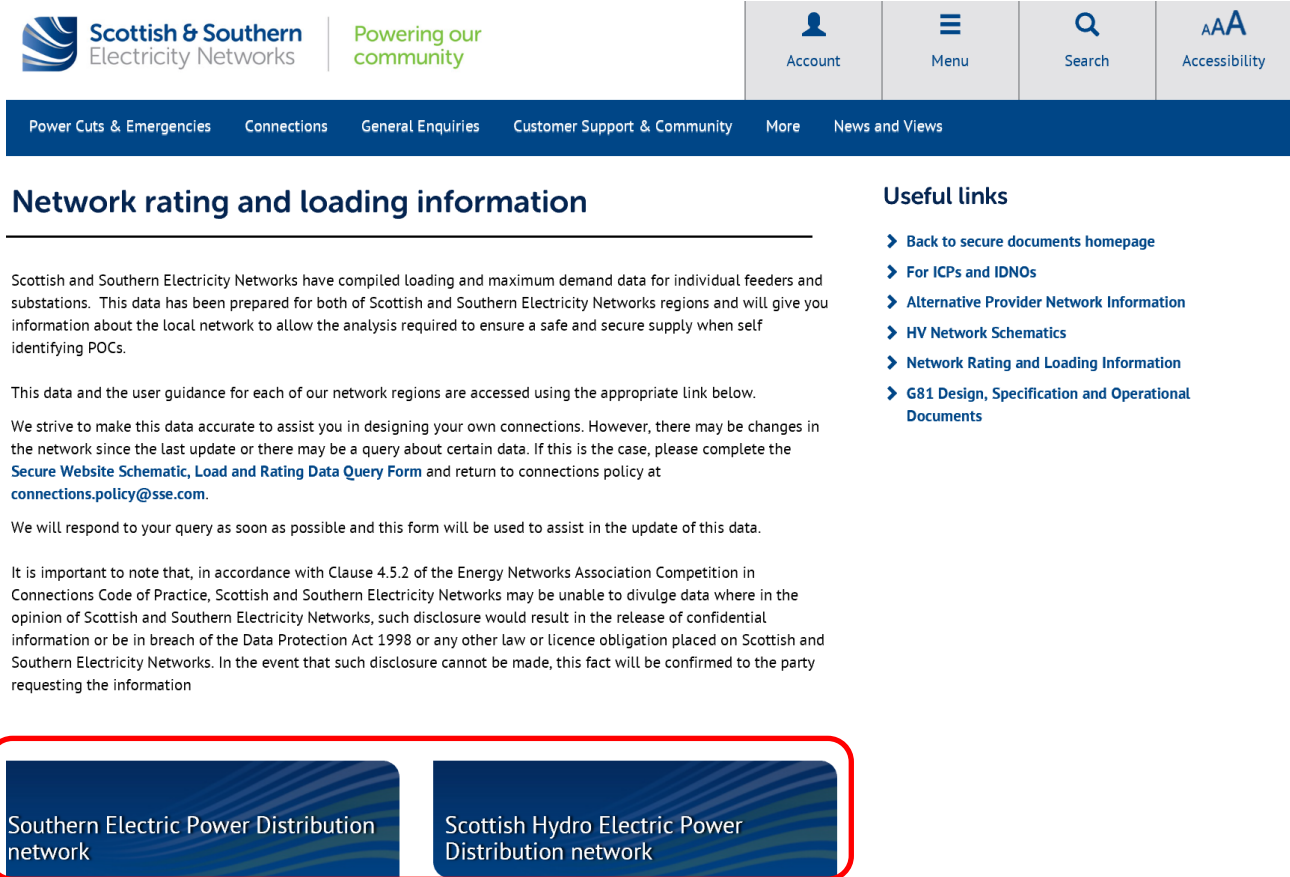
[POC Self Identification and Self Design Approval Guidance Note](#)

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

40. Screenshot No.40: SSEN website – ‘Secure Documents’ – ‘Network Rating and Loading Information’ page

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



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Account | Menu | Search | Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

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

Useful links

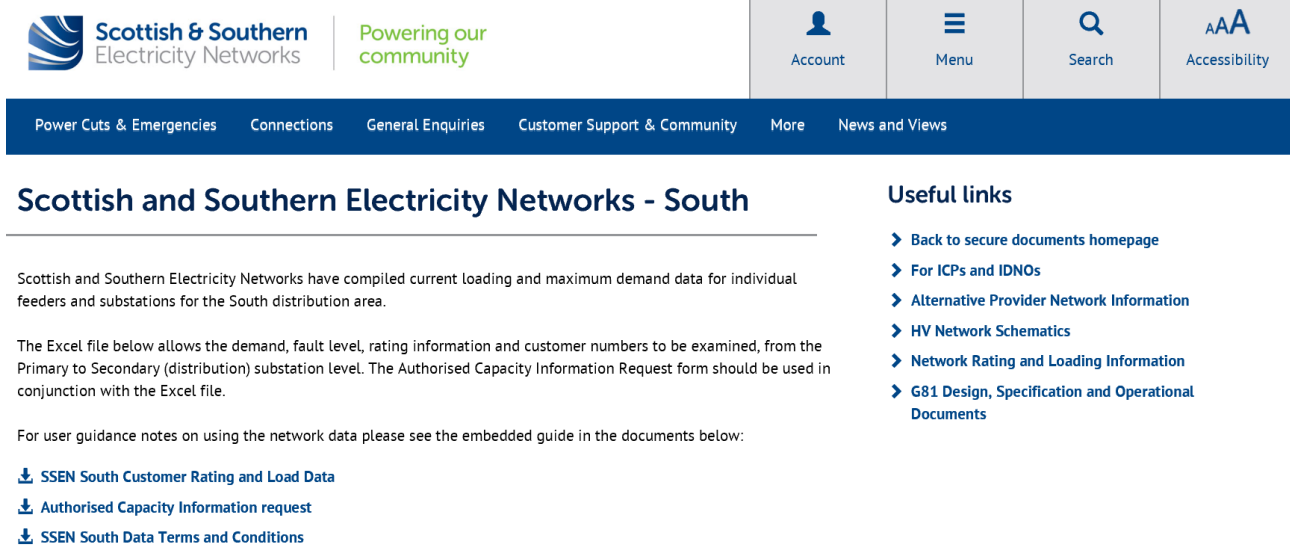
- ▶ [Back to secure documents homepage](#)
- ▶ [For ICPs and IDNOs](#)
- ▶ [Alternative Provider Network Information](#)
- ▶ [HV Network Schematics](#)
- ▶ [Network Rating and Loading Information](#)
- ▶ [G81 Design, Specification and Operational Documents](#)

Southern Electric Power Distribution network

Scottish Hydro Electric Power Distribution network

41. Screenshot No.41: SSEN website – ‘Secure Documents’ – ‘Network Rating and Loading Information’ – ‘South’ page

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



The screenshot shows the SSEN website header and main content area. The header includes the SSEN logo, the tagline 'Powering our community', and navigation links for Account, Menu, Search, and Accessibility. Below the header is a dark blue navigation bar with links for Power Cuts & Emergencies, Connections, General Enquiries, Customer Support & Community, More, and News and Views. The main content area is titled 'Scottish and Southern Electricity Networks - South' and contains text about current loading and demand data for individual feeders and substations in the South distribution area. It also provides an Excel file for demand, fault level, and rating information, along with a note about the Authorised Capacity Information Request form. A 'Useful links' section on the right lists several links related to secure documents, ICPs, IDNOs, alternative provider network information, HV network schematics, network rating and loading information, and G81 design, specification, and operational documents. At the bottom of the main content area, there are three download links for SSEN South Customer Rating and Load Data, Authorised Capacity Information request, and SSEN South Data Terms and Conditions.

Scottish & Southern Electricity Networks | Powering our community

Account | Menu | Search | Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

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:

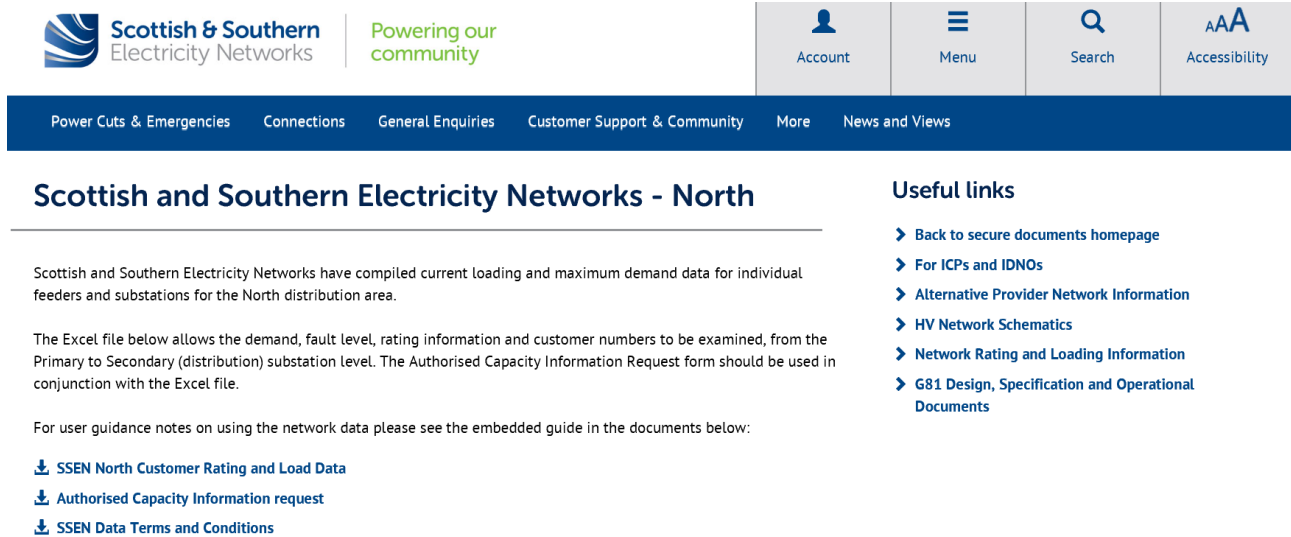
- ↓ [SSEN South Customer Rating and Load Data](#)
- ↓ [Authorised Capacity Information request](#)
- ↓ [SSEN South Data Terms and Conditions](#)

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](#)

42. Screenshot No.42: SSEN website – ‘Secure Documents’ – ‘Network Rating and Loading Information’ – ‘North’ page

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



The screenshot shows the SSEN website header with the logo and tagline 'Powering our community'. The navigation bar includes links for 'Power Cuts & Emergencies', 'Connections', 'General Enquiries', 'Customer Support & Community', 'More', and 'News and Views'. The main content area is titled 'Scottish and Southern Electricity Networks - North' and contains the following text:

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.

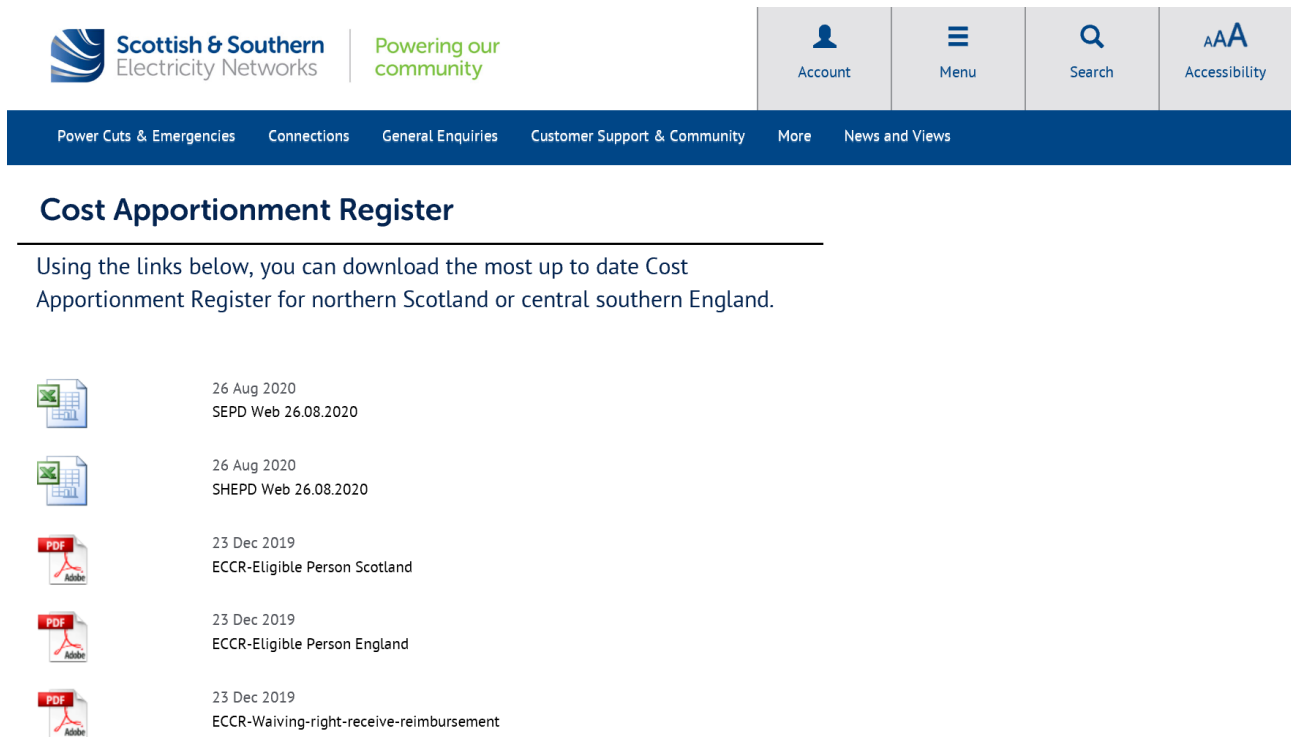
For user guidance notes on using the network data please see the embedded guide in the documents below:

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

On the right side, there is a 'Useful links' section with the following 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](#)

43. Screenshot No.43: SSEN website – ‘Secure Documents’ – ‘Cost Apportionment Register’ – page

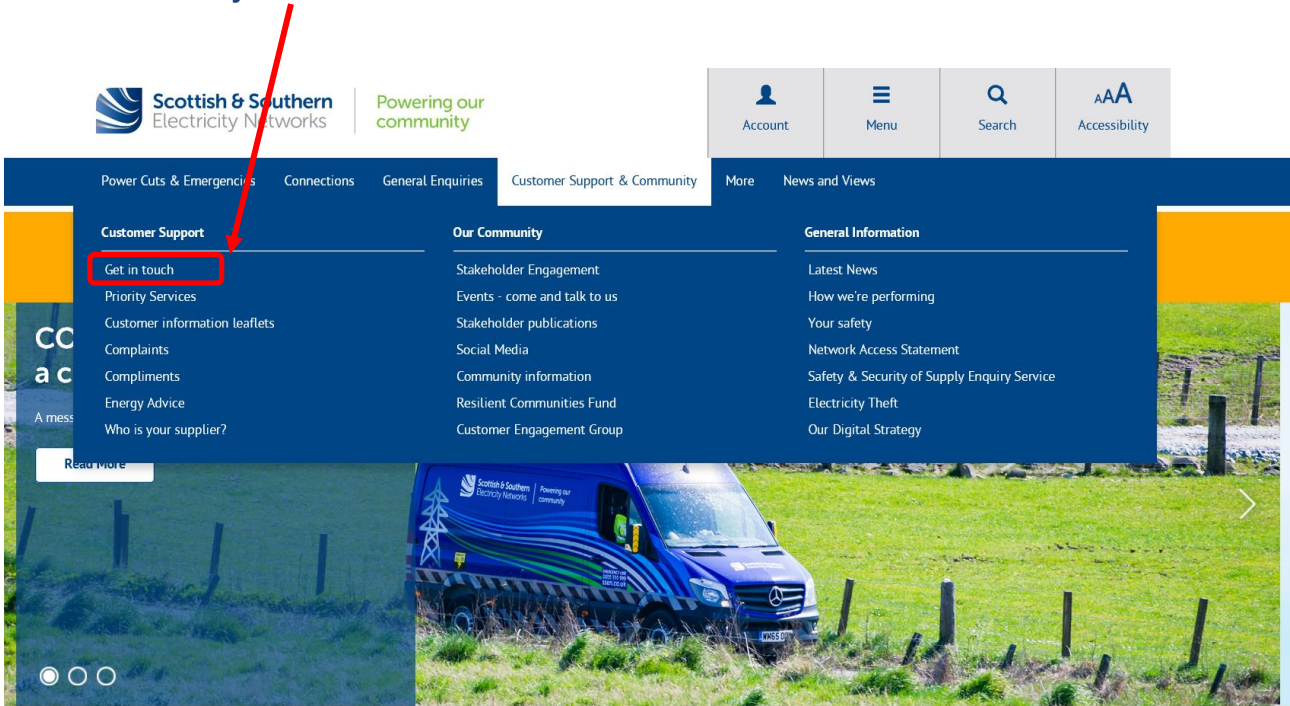


The screenshot shows the SSEN website header with the logo and tagline 'Powering our community'. The navigation bar includes links for 'Power Cuts & Emergencies', 'Connections', 'General Enquiries', 'Customer Support & Community', 'More', and 'News and Views'. The main content area is titled 'Cost Apportionment Register' and contains the following text:

Using the links below, you can download the most up to date Cost Apportionment Register for northern Scotland or central southern England.


	26 Aug 2020 SEPD Web 26.08.2020
	26 Aug 2020 SHEPD Web 26.08.2020
	23 Dec 2019 ECCR-Eligible Person Scotland
	23 Dec 2019 ECCR-Eligible Person England
	23 Dec 2019 ECCR-Waiving-right-receive-reimbursement

44. Screenshot No.44: SSEN website – ‘Home’ page to access ‘Customer support and Community’



45. Screenshot No.45: SSEN website – ‘Customer support home’ page

www.ssen.co.uk/Customersupport/



Powering our
community

Account

Menu

Search


AAA
Accessibility

Power Cuts & Emergencies
Connections
General Enquiries
Customer Support & Community
More
News and Views


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




General Enquiries and Connections
0800 048 3516




Send us a message
Facebook Messenger



Send us a message on WhatsApp
Whatsapp



Tweet us
@ssencommunity



BSL InterpreterNow
BSL InterpreterNow

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

SSEN Customer Service Guide

Our Customer Service Guide details who we are, what we do, how we can help you in the event of a power cut and how you can contact us. It also details our Safety and Security of supplies, Special Services and access to premises. It's all of the customer service information you need in one handy document.


[↓ SSEN - Customer Service Guide](#)



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



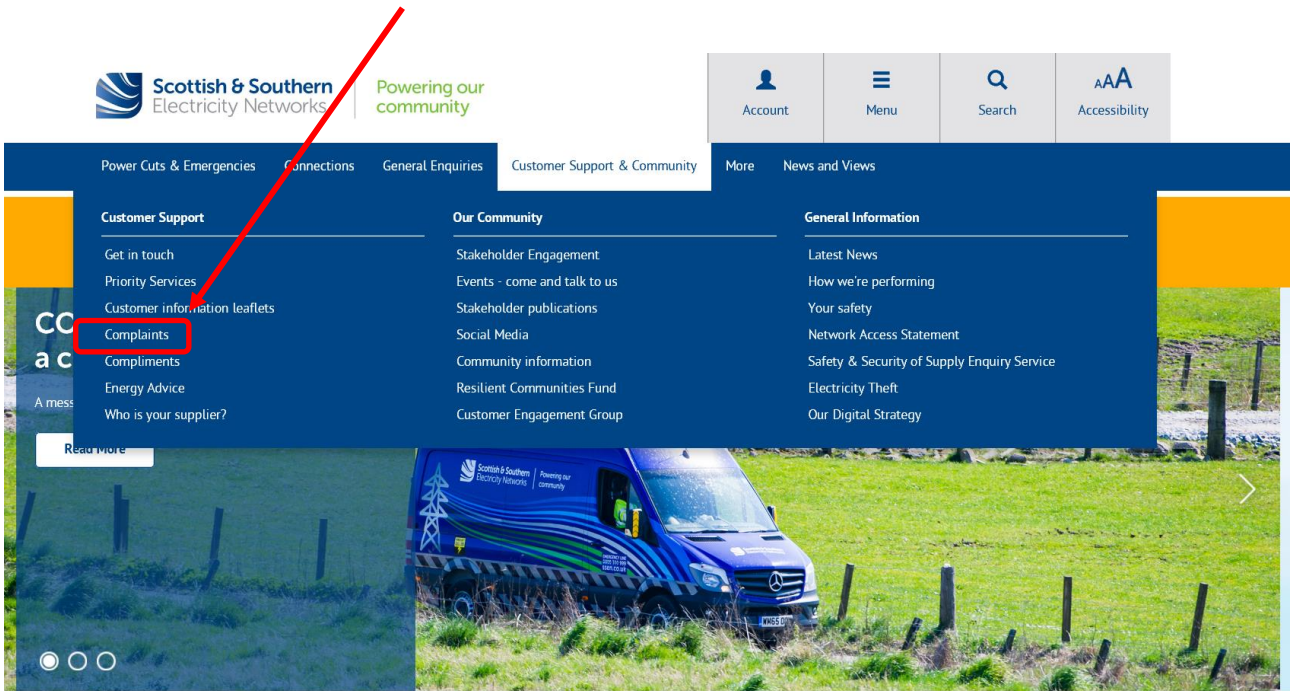
Priority Services

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

Priority Services

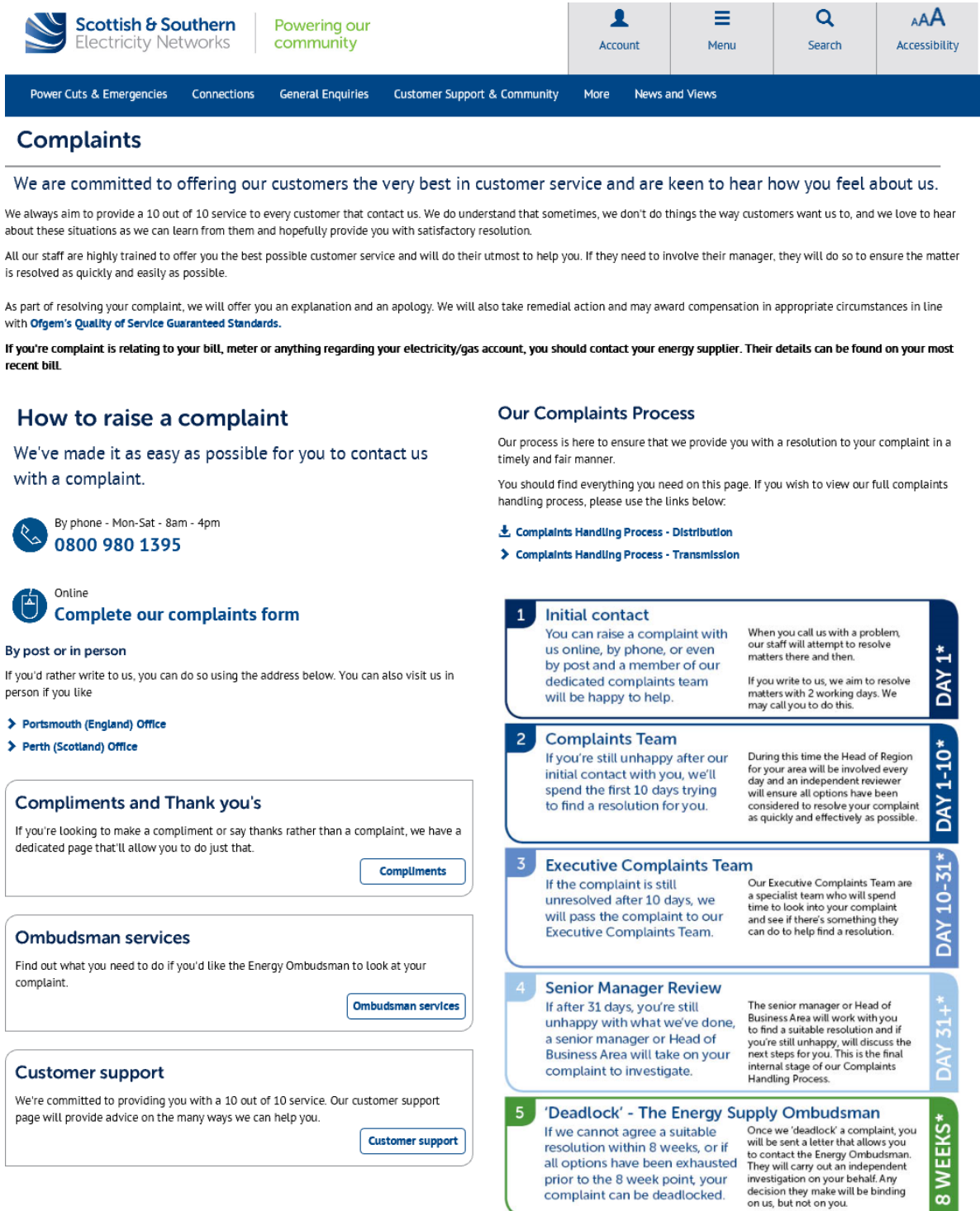
Page 47 of 54

46. Screenshot No.46: SSEN website – ‘Customer Support and Community home’ page to access ‘Complaints’



47. Screenshot No.47: SSEN website – ‘Customer Support and Community home’ – ‘Complaints’ page

www.ssen.co.uk/Complaints/



The screenshot shows the 'Complaints' page on the Scottish & Southern Electricity Networks website. The page header includes the company logo, navigation links (Account, Menu, Search, Accessibility), and a main menu with categories like Power Cuts & Emergencies, Connections, General Enquiries, Customer Support & Community, More, and News and Views. The main heading is 'Complaints', followed by a commitment statement: 'We are committed to offering our customers the very best in customer service and are keen to hear how you feel about us.' Below this, there are sections for 'How to raise a complaint' (listing phone and online options) and 'Our Complaints Process' (a 5-step timeline). The process steps are: 1. Initial contact (Day 1), 2. Complaints Team (Day 1-10), 3. Executive Complaints Team (Day 10-31), 4. Senior Manager Review (Day 31+), and 5. 'Deadlock' - The Energy Supply Ombudsman (8 weeks). A disclaimer at the bottom states: '* All time scales are expected to be discussed and agreed with customers and therefore may vary depending on circumstances.'

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 - Mon-Sat - 8am - 4pm
0800 980 1395

Online
Complete our complaints form

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 and Thank you's

If you're looking to make a compliment or say thanks 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](#)

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:

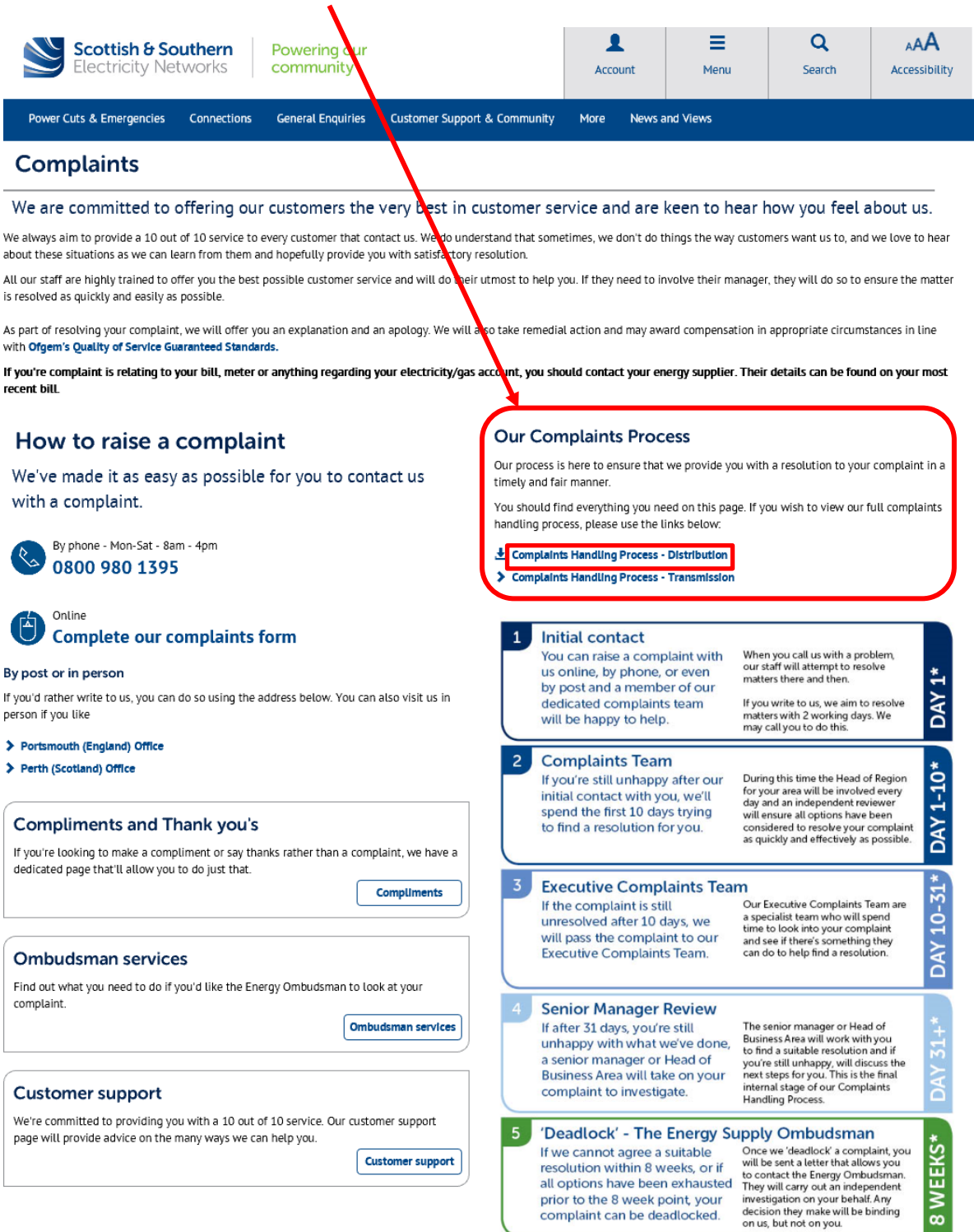
⬇️ [Complaints Handling Process - Distribution](#)

➤ [Complaints Handling Process - Transmission](#)

1	Initial contact You can raise a complaint with us online, by phone, or even by post 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 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*
3	Executive Complaints Team If the complaint is still unresolved after 10 days, we will pass the complaint to our Executive Complaints Team.	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.	DAY 10-31*
4	Senior Manager Review 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.	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.	DAY 31+*
5	'Deadlock' - The Energy Supply Ombudsman 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.	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.	8 WEEKS*

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

48. Screenshot No.48: SSEN website – ‘Complaints’ page to access ‘Complaints Handling Process – Distribution’



Scottish & Southern Electricity Networks | Powering our community

Account | Menu | Search | Accessibility

Power Cuts & Emergencies | Connections | General Enquiries | Customer Support & Community | More | News and Views

Complaints

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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 - Mon-Sat - 8am - 4pm
0800 980 1395

Online
Complete our complaints form

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 and Thank you's

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[Compliments](#)

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

[Ombudsman services](#)

Customer support

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[Customer support](#)

Our Complaints Process

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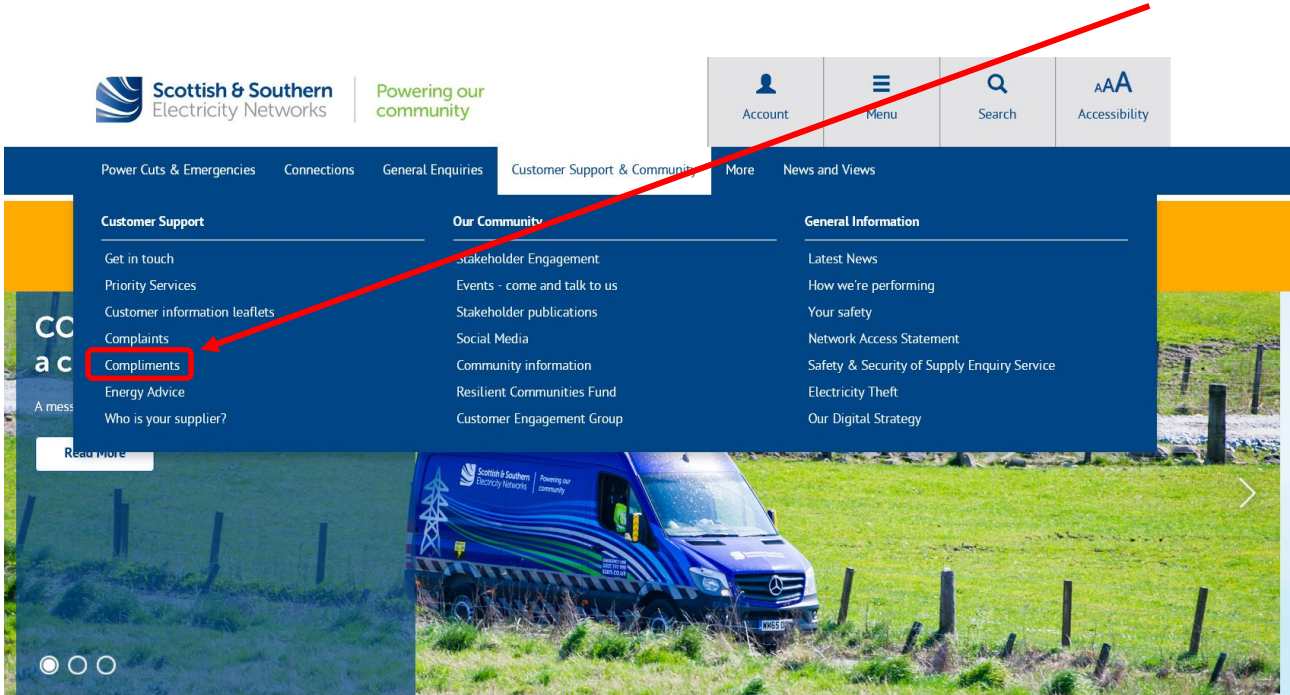
You should find everything you need on this page. If you wish to view our full complaints handling process, please use the links below:

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

1	<p>Initial contact</p> <p>You can raise a complaint with us online, by phone, or even by post and a member of our dedicated complaints team will be happy to help.</p>	<p>When you call us with a problem, our staff will attempt to resolve matters there and then.</p> <p>If you 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>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>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>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>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*

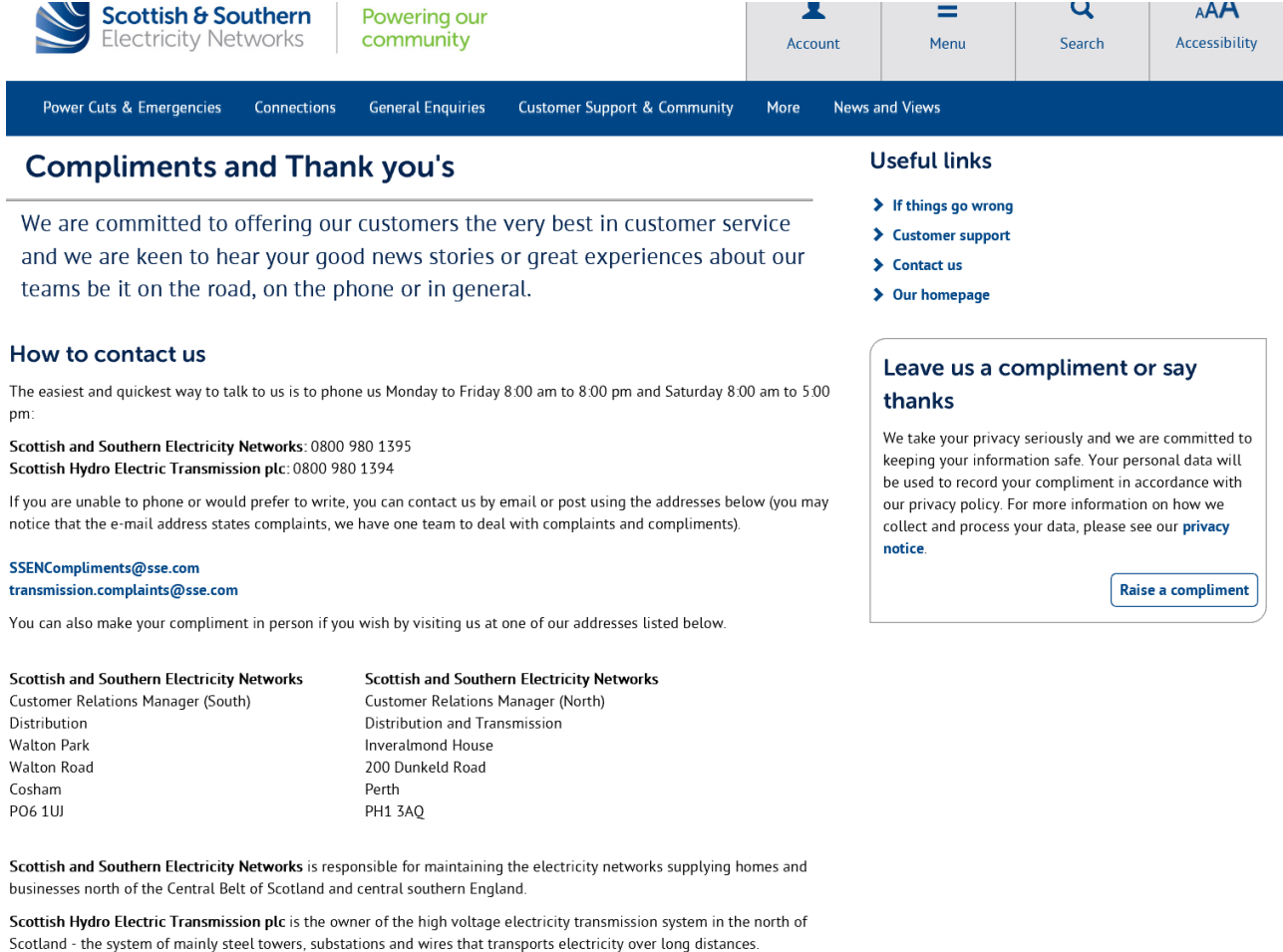
** All time scales are expected to be discussed and agreed with customers and therefore may vary depending on circumstances.*

49. Screenshot No.49: SSEN website – ‘Customer support and community home’ page to access ‘Compliments’



50. Screenshot No.50: SSEN website – ‘Customer support and community home’ – ‘Compliments’ page

www.ssen.co.uk/ifthingsgoright/



The screenshot shows the 'Compliments and Thank you's' page on the SSEN website. The page features a blue header with navigation links: Power Cuts & Emergencies, Connections, General Enquiries, Customer Support & Community, More, and News and Views. The main content area is titled 'Compliments and Thank you's' and includes a message from the company, contact information, and a 'Useful links' section. A 'Leave us a compliment or say thanks' box is also present, containing a privacy notice and a 'Raise a compliment' button.

Compliments and Thank you's

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).

SSENCompliments@sse.com
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 Walton Park Walton 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>
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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 or say thanks

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](#).

[Raise a compliment](#)

51. Screenshot No.51: SSEN website – ‘Home’ page to access ‘Contact us’



Useful links
Accessibility
Using this website
Contact us

- Useful Links**
- Accessibility
 - Using this website
 - Contact us
 - Careers
 - SSE.com
 - Modern Slavery Statement
 - Privacy Notice
 - Cookie Policy
 - Refund Policy



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

Social media
Twitter
Facebook

52. Screenshot No.52: SSEN website – ‘Contact us’ page

www.ssen.co.uk/contactus/

Scottish & Southern
Electricity Networks

Powering our
community

Account

Menu

Search

Accessibility

Power Cuts & Emergencies
Connections
General Enquiries
Customer Support & Community
More
News and Views

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 G99 and G98 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

- [Accessibility](#)
- [Using this website](#)
- [Contact us](#)

- [Careers](#)
- [SSE.com](#)
- [Modern Slavery Statement](#)

Emergency phone numbers

England: 0800 072 7282

Scotland: 0800 300 999

Social media