

# How to Guide

## Apply and track your project online

Independent Connection Providers (ICPs)

Independent Distribution Network Operators (IDNOs)



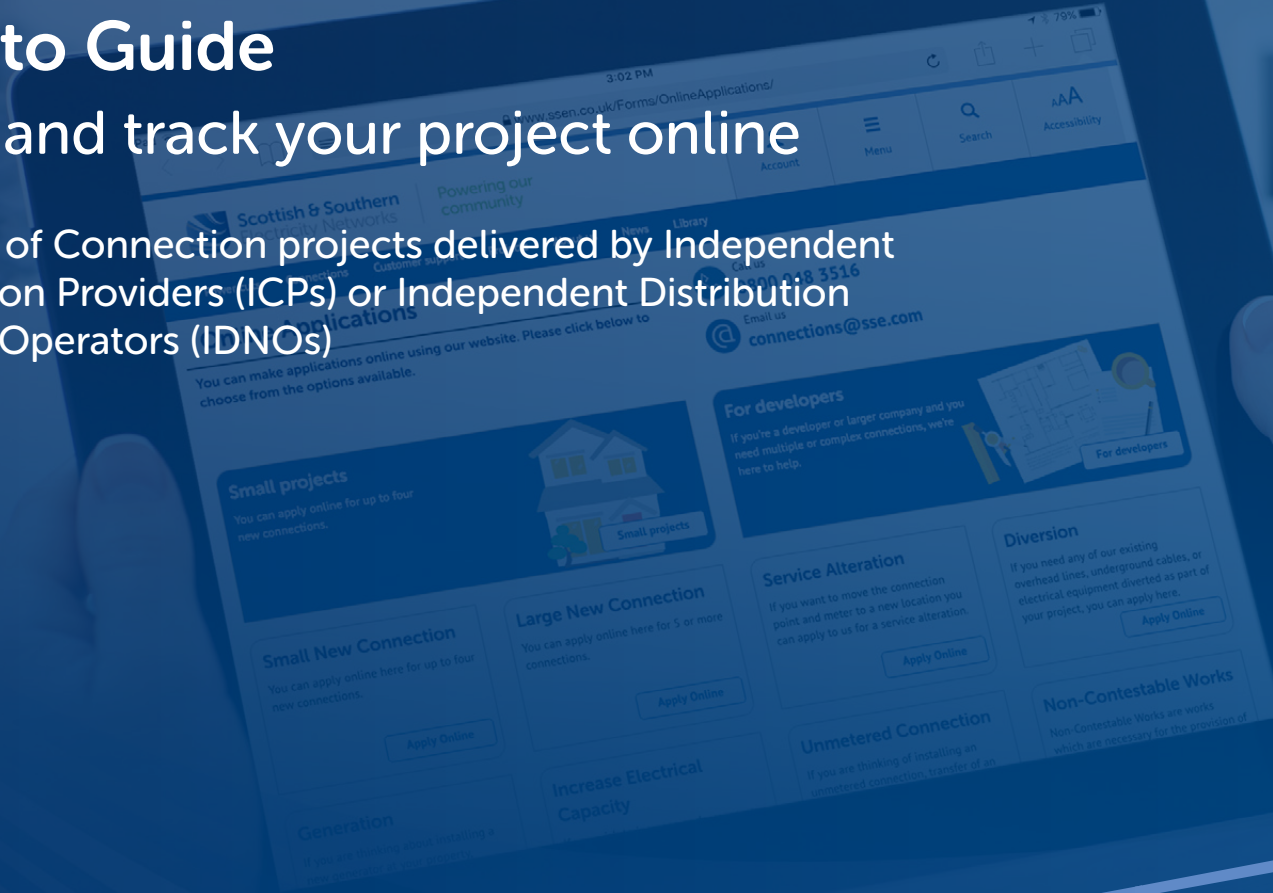
**Scottish & Southern**  
Electricity Networks

Powering our  
community

# How to Guide

## Apply and track your project online

For Point of Connection projects delivered by Independent Connection Providers (ICPs) or Independent Distribution Network Operators (IDNOs)

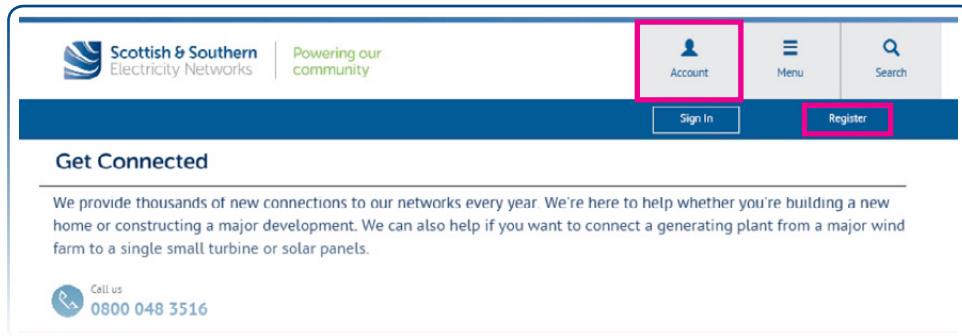


# Applying online

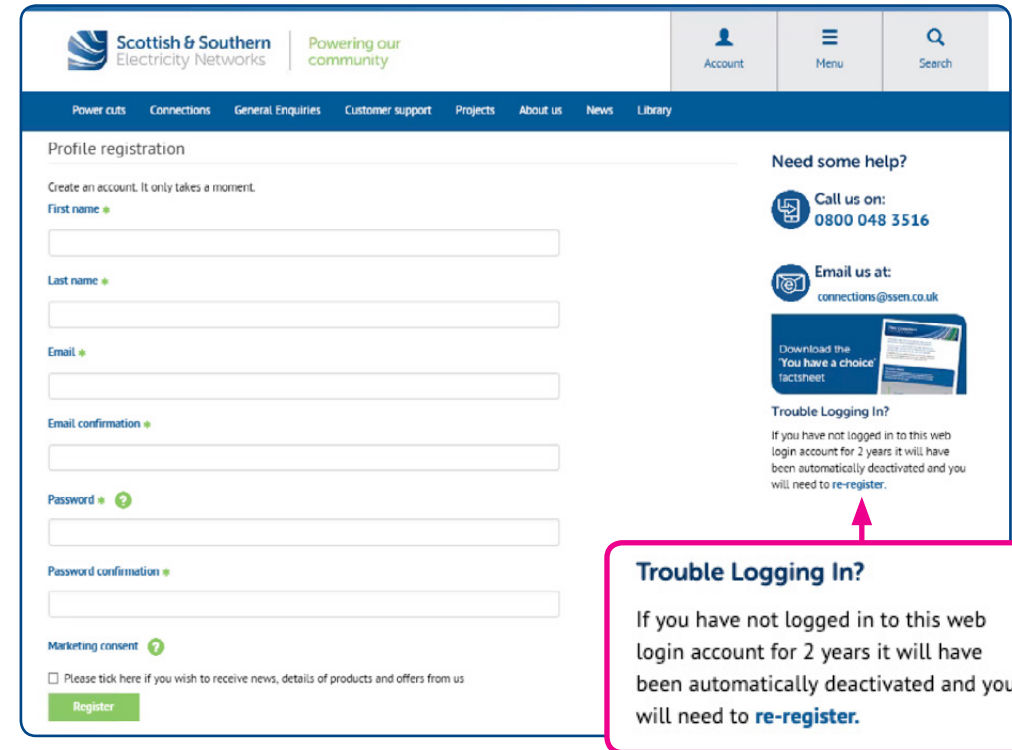
## 1. Getting started

If you don't already have an online profile you will need to create one before you can make an application online. This section shows how easy this is to set up.

Firstly, access our connections website at [www.ssen.co.uk/connections/](http://www.ssen.co.uk/connections/) and click on the "Account" tab on the right-hand side of the header and choose "Register"



This will open a profile registration questionnaire which you should complete and submit.

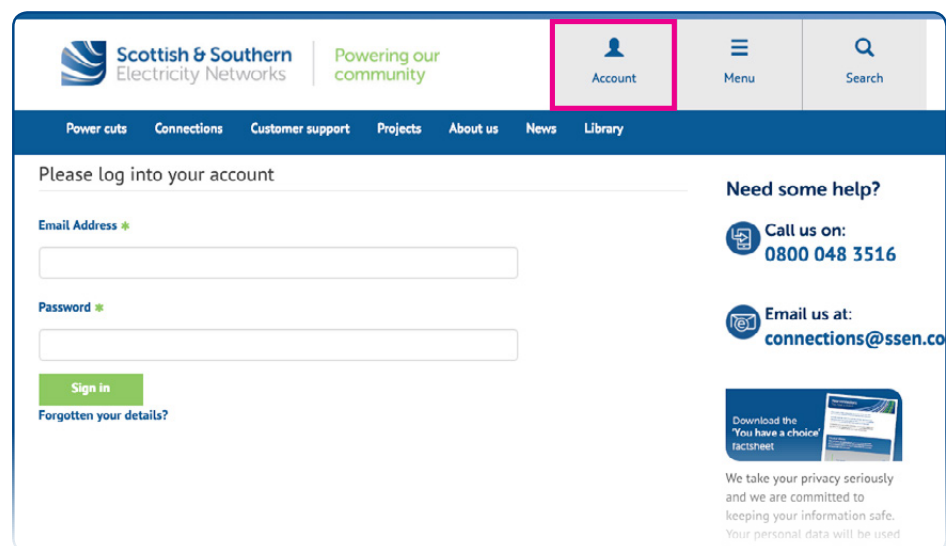
A screenshot of the 'Profile registration' form on the Scottish & Southern Electricity Networks website. The form is titled 'Profile registration' and includes the instruction 'Create an account. It only takes a moment.' The form fields are: 'First name', 'Last name', 'Email', 'Email confirmation', 'Password', and 'Password confirmation'. There is also a 'Marketing consent' checkbox with a question mark icon. A green 'Register' button is at the bottom. On the right side of the form, there is a 'Need some help?' section with contact information: 'Call us on: 0800 048 3516', 'Email us at: connections@ssen.co.uk', and a link to download a 'You have a choice' factsheet. Below this is a 'Trouble Logging In?' section with a link to re-register. A pink box highlights the 'Trouble Logging In?' section, and a pink arrow points from this box to the 're-register' link in the 'Trouble Logging In?' section of the form.

If you wish others to be able to access your online profile and receive updates, then please consider registering a group e-mail account and password. If you've previously registered an account and haven't used this for the last 2 years your account may have been deactivated and you'll need to "re-register" using the link above. You are now registered and can apply for your connections online.

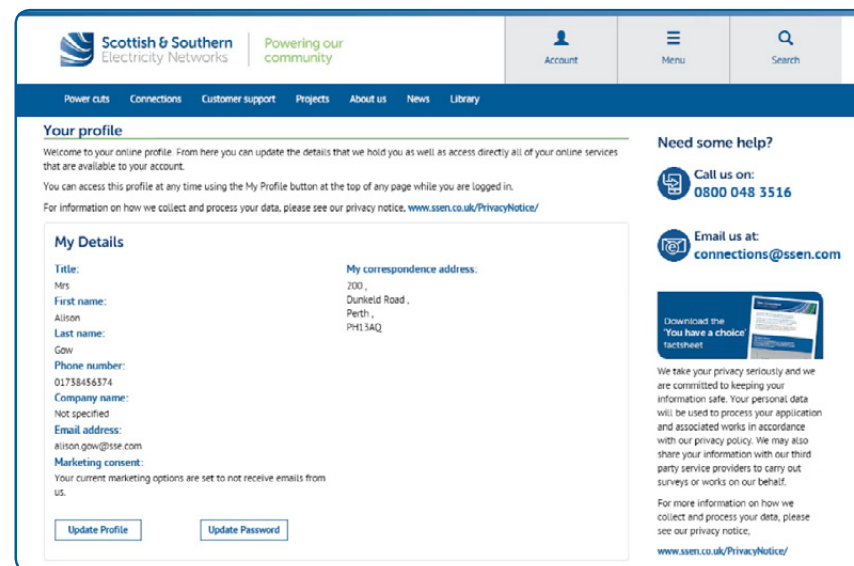
## 2. Making an application

This section shows you how to make an application using your online profile.

Again, this starts with accessing our connections website on [www.ssen.co.uk/connections](http://www.ssen.co.uk/connections) and opening the "Account" tab but this time choose "Sign in" to log into your account using your registered e-mail address and password.



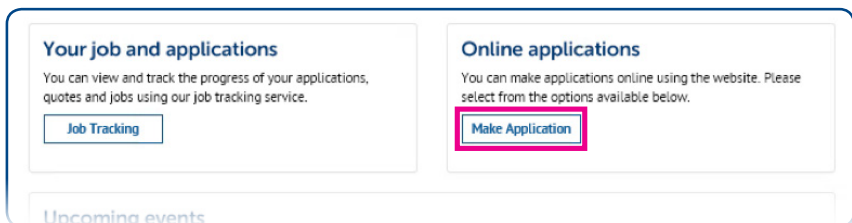
Once you have logged in to your account you will see your profile page which you can update if required.



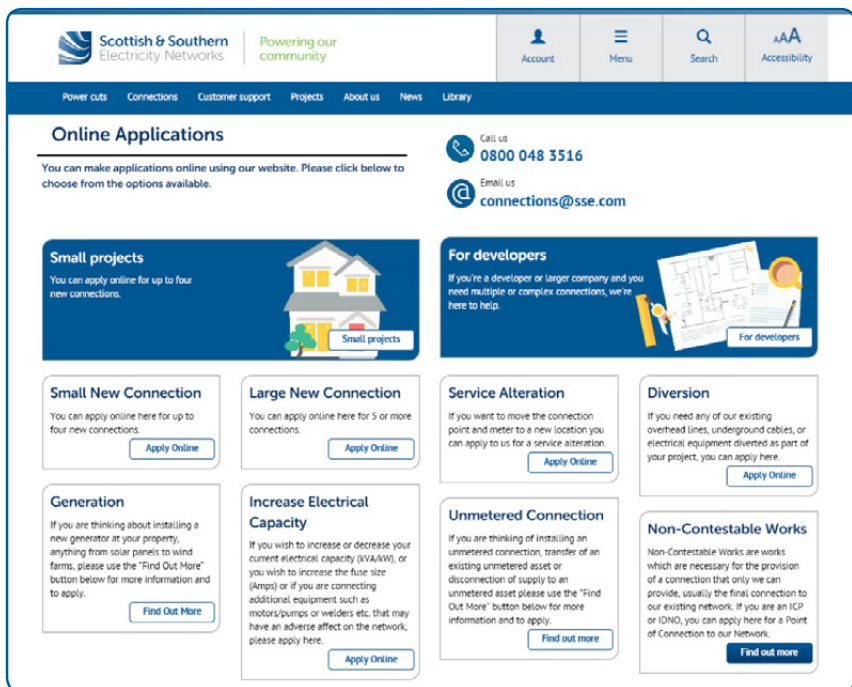
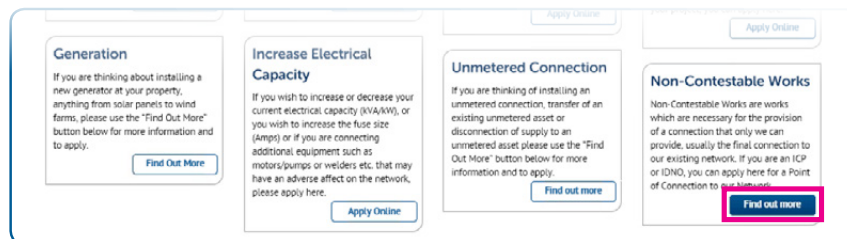
Your profile page also allows you to make a new online application, to access and track your previous applications and to view our upcoming customer engagement events.

### 3. Making an application for a point of connection

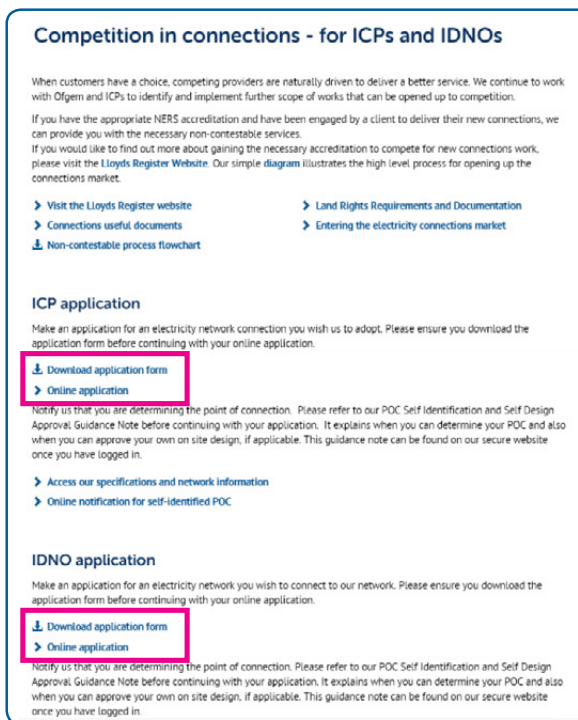
Once you have selected the "Make application" link on your profile page you can apply online for a point of connection by selecting the appropriate link.



To apply for a new connection online or to make a change to an existing connection click on the "Make Application" button. This opens a new page listing the types of connection services you can request or apply for.



This will direct you to our dedicated competition in connections webpage where you can make an application for a point of connection to a network extension that we are to adopt or a connection to a new embedded network to be owned by an Independent Distribution Network Operator (IDNO).



### 3. Making an application for a point of connection continued.....

For all new connection applications, we first need to confirm that we are the distribution network operator for the area in question. To allow us to confirm this you'll be asked to provide either a postcode or town/county where the connection is to be made.

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Please enter the postcode or town and county and we will check if your site is in our network area.

Postcode  OR Town

County

Thank you. Your details are confirmed to be in area, please continue with your application.

Please note, on submitting your application, you may be required to pay a Connection Offer Expense, whether or not you wish to accept your Connection Offer. For further information please see the Connection Offer Expenses Customer Guide on our website [here](#).

Need some help?

Call us on: 0800 048 3516

Email us at: [connections@ssen.com](mailto:connections@ssen.com)

Download the 'You have a choice' factsheet

We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to process your application and associated works 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.

Once we confirm that we're the distribution network operator you'll be asked for more information on the location and type of new connection you would like us to provide. This is a four-stage process and includes the providing details of the site address, customer and site contacts, style of property and connection loads required.

You can also upload your supporting documents such as site layout and location plans and any necessary correspondence at the end of the process.

The next few pages will walk through the information you need to provide us to allow us to quote for your connection.

At any stage you can save your progress, go back to a previous page or move onto the next page using the links at the bottom of the page without losing the information you have already provided.

Save your progress now so the details you have entered will be available to you next time you login.

## (a) Providing your site address information

As you have already provided the postcode for your site, the site address map will display the general location of your site. You will be asked to draw the boundary of your site by dropping pins in a clockwise location (double click to drop a pin). Drop between 3 and 10 pins before selecting "Draw boundary" to highlight your site area.

Once you have drawn your boundary confirm this by ticking the box under the map. You'll then be asked to confirm the property number or name (if known) and the property address where the new connection is required (mandatory)

If you make a mistake in drawing the boundary you can clear the boundary information using the link on the right of the map and start again.

There are also help links and contact details for our connections team if you need any assistance.

## (b) Providing your correspondence address and contact information

Once your site information is confirmed you'll then be asked to provide your correspondence address, contact details and your preferred method of contact.

If you have made an online application previously your profile will have saved your address and contact details, so you can use the links to populate this section

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### (c) Providing the customer and site contact details

Once we have your site and correspondence information you will then need to provide us with details of the customer type and their name. Again, if you are the customer you can use your contact details from your profile to populate this section.

Once you have provided the customer details you will then be asked to confirm the site contact details. If you are managing your own project please tick the box.

The screenshot shows the 'Customer details' form. At the top, a blue banner reads 'You are applying for a non-contestable only connection to our network new network is to be adopted and operated by SSEPD'. Below this is a progress indicator with four steps: 1. Contact details and address, 2. Non-contestable adopted details, 3. Supporting documents, and 4. Summary. The form includes a 'Customer Type' dropdown menu set to 'Independent Connection Provider', a 'Title' dropdown set to 'Mrs', and input fields for 'First name' (Alison), 'Last name' (Gov), and 'Company name'. A green button labeled 'Use my contact details' is highlighted with a red box. On the right, there is a 'Need some help?' section with contact information: 'Call us on: 0800 048 3516' and 'Email us at: connections@sse.com'. A privacy notice is also visible at the bottom right.

The screenshot shows the 'Site contact details' form. It features the same blue banner and progress indicator as the previous form. The form includes a 'Site agent' dropdown menu, a checkbox labeled 'Check this box if you are managing your own project or you are not yet at the stage of appointing an agent to manage your project', and input fields for 'Name of site contact' (Mrs Allison Gow), 'Phone number for site contact' (01738456374), and 'Email address for site contact' (alison.gow@sse.com). A red box highlights the 'Site agent' dropdown and the 'Email address for site contact' field. Below these fields is a question 'Are you the property land owner?' with 'Yes' and 'No' radio buttons. A 'Save progress' button is at the bottom right. The 'Need some help?' section and privacy notice are also present.

If you are not the property owner we will need a letter of authority from the owner to confirm that you can apply for the connection. You can upload this at the end of the application process along with your other supporting documents



## (d) Confirming your new connection requirements

To allow us to provide the most appropriate connection information you'll need to confirm whether you wish a feasibility study or formal quotation, the number and types of properties you wish to connect and whether any will have generation or energy storage installed. You can also indicate whether you would like our design approval costs to be included in your quote.

Quote type ?

Budget estimate  Formal quotation

Please select all that apply.

**Residential**

Please Complete Appendix A of the Application PDF

**Commercial**

Please Complete Appendix B of the Application PDF

**Industrial**

Please Complete Appendix B of the Application PDF

**Generation**

Please Complete Appendix C of the Application PDF

**Design approval costs**

Request design approval costs (these are not automatically included in your quotation)

Please describe below the type of work you require

non-contestable only connections to our network

Used 47 of 2000 characters

To confirm your requirements, you are asked to complete the appropriate sections of our pdf application form which can be downloaded from our website.

### ICP application

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

[Download application form](#)

[Online application](#)

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

[Access our specifications and network information](#)

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

### IDNO application

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

[Download application form](#)

[Online application](#)

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

Once completed you can upload the appropriate sections of the form along with your other supporting documents at the end of the application process (see below).

You are applying for a non-contestable only connection to our network  
new network is to be adopted and operated by SSEPD

1 Contact details and address 2 Non-contestable adopted details 3 Supporting documents 4 Summary

Supporting documents

Please supply the items requested below in support of your application. We need them so we can prepare an accurate quotation for your project. Not having these relevant documents can hold up your application. You can upload most common file formats including PDFs, Microsoft Office files, JPGs and PNGs.

We will get in touch with you if we have any questions once we have checked your documents. If you don't have the documents to hand, please use the additional information box below to tell us that you plan to provide them later either by email, or by post. If you want to post your documents to us, please use the relevant address on the right hand side of this page.

We would appreciate if you could provide your diagrams in a 'vector' format, such as a CAD drawing (DXF or DWG types). However if you are unable to provide this format please use whichever format works for you.

**Local Authority**

**Planning permission reference**

**Letter of authority**

If you are not the landowner for this project, please send us a letter of authority from the owner. You can upload it now or post it to the relevant address shown on the right hand side of this page.

No files uploaded

**Site location plan**

An accurate, clear site location plan (suggested scale of 1:10000). We would appreciate if you could provide your diagrams in a 'vector' format, such as a CAD drawing (DXF or DWG types). However if you are unable to provide this format please use whichever format works for you.

No files uploaded

**Upload a site layout plan**

A layout plan (suggested scale of 1:500) showing the site boundary, the nearest named road and any existing landmarks. We would appreciate if you could provide your diagrams in a 'vector' format, such as a CAD drawing (DXF or DWG types). However if you are unable to provide this format please use whichever format works for you.

No files uploaded

**Upload additional information**

Upload up to five other documents to help us provide your quote. For example: photographs or a manufacturer's data sheet.

No files uploaded

**Need some help?**

**Call us on:**  
0800 048 3516

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

Download the You have a choice factsheet

We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to process your application and associated works 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.sseo.co.uk/PrivacyNotice/

If you have recently received planning permission for your development please provide the local authority details and planning reference in the boxes provided.

When the time comes you can also use this page to upload your design document for approval, or review if you are self-approving your design.

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## (e) Submitting your application

You are now ready to submit your application but before you do you can use the tabs on the summary page to do a final check of your contact details, the site details, application set up and the supporting documents you have uploaded.

You are applying for a non-contestable only connection to our network  
new network is to be adopted and operated by SSEPD

1 Contact details and address 2 Non-contestable adopted details 3 Supporting documents 4 Summary

Your Summary

**Your details** Site details Application setup Supporting documents

Need some help?

Call us on: 0800 048 3516

Email us at: connections@ssen.com

Your contact address

Third Party Survey Consent	Yes
Given	

If you are happy with the information you have provided press "Confirm"

Your Summary

**Your details** Site details Application setup Supporting documents

Need some help?

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Please note, on submitting your application, you may be required to pay a Connection Offer Expense, whether or not you wish to accept your Connection Offer. For further information please see the Connection Offer Expenses Customer Guide on our website [here](#).

Back Confirm

Well done, you have now submitted your online application and have been allocated a project reference number. We'll be in touch shortly to discuss your requirements.

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Your request has been received

Thank you for providing information about your site and project.

We have registered your request for a quotation for: Non-contestable adopted

Once we have all the information we need, we will issue a quotation or estimate within the timescale laid down in the standard of performance that applies to your project. If we fail to meet the standard, we will pay you the applicable penalty.

Your reference number: **EMR598** (Please quote this when you contact us).

Finish

Need some help?

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Email us at: connections@ssen.com

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# Tracking your project

## 1. How to view the status of your application

This section shows you how to track the progress of your application and who to contact at each stage if you have any questions.

As with the new application process, once you have logged into your online profile you will have the opportunity to view and track the progress of your application using the “Job Tracking” link below

The screenshot shows a user dashboard with three main sections:

- Your job and applications:** A box with the text "You can view and track the progress of your applications, quotes and jobs using our job tracking service." and a blue button labeled "Job Tracking" highlighted with a red box.
- Online applications:** A box with the text "You can make applications online using the website. Please select from the options available below." and a blue button labeled "Make Application".
- Upcoming events:** A box with the text "You are not currently registered to attend any events." and a search input field.

This will bring up your job list with summary details for each and its status. If you have several current projects, you will be able to filter by job type or job status.

The screenshot shows the "Job tracking search" page on the Scottish & Southern Electricity Networks website. The page includes a navigation bar with links for Power cuts, Connections, Customer support, Projects, About us, News, and Library. The main content area is titled "Job tracking search" and contains a filter section with dropdown menus for "Filter by job type" (set to "Non-contestable") and "Filter by job status" (set to "In design"), along with a "Filter jobs" button. Below the filters is a table titled "Your job list" with the following data:

Job reference number	Site address	Applicant name	Job type	Job status	
EMR598	1 COOPER DRIVE, PERTH	Mrs Alison Gow	Non-contestable new supply	In design	<a href="#">View job &gt;</a>

On the right side of the page, there is a "Need some help?" section with contact information: "Call us on: 0800 048 3516" and "Email us at: connections@ssen.com". There is also a "Download the 'You have a choice' factsheet" link and a privacy notice section.

To view additional information on any of the projects listed click on the “View job” link.

## (a) Providing your quotation

Once your application has been registered you can track its progress by using the Quote summary page and the Job, Site, Contact, Quotes and Documents tabs. The ticked circles in the banner heading show the status of your application.

As your application progresses through the various quotation stages, the banner heading will be updated and the key dates section of the job page will be populated.

**Quote summary - EMR598**

Application registered ✓ Application in design ✓ Quote issued ○ Accepted ○

**Stage: Application in design** Next Stage: Quote issued

Description:  
Our designers are reviewing your application and will send you a quote soon.

Job Site Contact Quotes Documents

**Job details**  
This section shows details of your project and of the member of staff currently dealing with your works, should you have any enquiries.  
Job number: EMR598  
Job type: Non-contestable new supply  
Quote type: Formal quotation  
Job status: In design

**Key dates**  
This section shows key dates associated with your project.  
Application deemed competent. Your project has been passed to our design team. ?  
18/12/2018  
Service guarantee quotation date – we always aim to beat this guarantee. Please note this may be subject to change if our studies reveal that works at higher voltages are required. ?  
14/01/2019  
Licence guarantee quotation date – you will never receive your quote after this date. ?  
25/03/2019

Need some help?  
Call us on: 0800 048 3516  
Email us at: connections@ssen.com

Download the 'You have a choice' factsheet

We take your privacy seriously and we are committed to keeping your information safe. Your personal data will be used to process your application and associated works in accordance with our privacy policy. We may also...

**Quote summary - EMR598**

Application registered ✓ Application in design ✓ Quote issued ✓ Accepted ○

**Stage: Quote issued** Next Stage: Accepted

Description:  
Your quote is available to view online. Formal quotations may also be accepted online. For any other queries or for further options please contact us.

Job Site Contact Quotes Documents

**Job details**  
This section shows details of your project and of the member of staff currently dealing with your works, should you have any enquiries.  
Job number: EMR598  
Job type: Non-contestable new supply  
Quote type: Formal quotation  
Job status: Issued

**Key dates**  
This section shows key dates associated with your project.  
Job created ? 18/12/2018  
Quote issued ? 18/12/2018  
Quote expiry ? 18/03/2019

Need some help?  
Call us on: 0800 048 3516  
Email us at: connections@ssen.com

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For more information on how we collect and process your data, please see our privacy notice.  
www.ssen.co.uk/PrivacyNotice/

**Notifications**  
Registration date: 18/12/2018  
Date Quote Issued: [Notify Quoted]  
Date Quote Accepted:  
Final Connection Date:  
Energisation Date:

Once your quote has been issued it will be valid for 90 days. The quote expiry date is listed in the key dates section.

If after receiving your quotation you have any questions or need additional time to consider your quote you can contact your allocated designer who will be happy to assist.

On accepting your quotation, your project header will change to display six new tick boxes allowing you to track your project's progress through the design approval, adoption agreement and final connection stages.

If you are not self-approving your design, you will need to submit your design to us for approval. The key design approval dates will be added to your job tracker as these are agreed.

### Design approval/review

This section shows design approval key information for your project.

#### Initial design received date

17/12/2018

#### Design received date

17/12/2018

#### Target date to respond

04/01/2019

#### Design accepted/reviewed

Yes

#### Response date

18/12/2018

The example opposite shows that the project has passed the design approval stage and provides the dates the initial and most recent designs were received, our target date for responding to the most recent design submission, whether the design has been approved (in this case yes) and the date we responded.

On your Job details page, you can also track when we issued your Adoption Agreement for signature and when this was returned. In addition, if your application is for the connection of an embedded network (IDNO project) then the dates of issue and return of the signed Bilateral Connection Agreement are also displayed.

18/12/2018

### Adoption agreement

This section shows adoption agreement key information for your project.

#### Required

Yes

#### Date issued

17/12/2018

#### Date returned

18/12/2018

### Bilateral connection agreement

This section shows bilateral connection agreement key information for your project.

#### Required

Yes

#### Date issued

17/12/2018

#### Date returned

18/12/2018

## (b) Delivering your connection

Once your adoption agreement is signed off and your project is ready to connect the banner heading will be updated

**Job summary - EMR598**

- Design received
- Design approval
- Adoption agreement issued
- Adoption agreement signed
- Final connection scheduled
- Final connection completed on site

Job | Site | Contact | Payments | Documents | Scheduled works

**Job details**  
This section shows details of your project and of the member of staff currently dealing with your works, should you have any enquiries.

**Key dates**  
This section shows key dates associated with your project.

Need some help?  
Call us on: 0800 048 3516

You can use the Job details screen to then check the date we received your requested connection date and the target, agreed and actual completion dates.

As your application progresses through the various delivery stages, the banner heading will be updated and the key dates section of the job page will be populated.

**Job summary - EMR598**

- Design received
- Design approval
- Adoption agreement issued
- Adoption agreement signed
- Final connection scheduled
- Final connection completed on site

Job | Site | Contact | Payments | Documents | Scheduled works

**Job details**  
This section shows details of your project and of the member of staff currently dealing with your works, should you have any enquiries.

**Key dates**  
This section shows key dates associated with your project.

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Email us at: connections@ssen.com

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**Job details**

Job number: EMR598  
Job type: Non-contestable new supply  
Quote type: Formal quotation  
Job status: Accepted

**Key dates**

Job created: 18/12/2018  
Quote issued: 18/12/2018  
Quote expiry: 18/03/2019  
Quote accepted: 18/12/2018

**Design approval/review**  
This section shows design approval key information for your project.

Initial design received date: 17/12/2018  
Design received date: 17/12/2018  
Target date to respond: 04/01/2019  
Design accepted/reviewed: Yes  
Response date: 18/12/2018

**Bilateral connection agreement**  
This section shows bilateral connection agreement key information for your project.

Required: Yes  
Date issued: 17/12/2018  
Date returned: 18/12/2018

**Final works**  
This section shows final works key information for your project.

Date notice received: 17/12/2018  
Target completion date: 18/12/2018  
Agreed completion date: 18/12/2018  
Actual completion date: 18/12/2018

### Design approval/review

This section shows design approval key information for your project.

#### Initial design received date

17/12/2018

#### Design received date

17/12/2018

#### Target date to respond

04/01/2019

#### Design accepted/reviewed

Yes

#### Response date

18/12/2018

### Bilateral connection agreement

This section shows bilateral connection agreement key information for your project.

#### Required

Yes

#### Date issued

17/12/2018

#### Date returned

18/12/2018

### Adoption agreement

This section shows adoption agreement key information for your project.

#### Required

Yes

#### Date issued

17/12/2018

#### Date returned

18/12/2018

### Final works

This section shows final works key information for your project.

#### Date notice received

17/12/2018

#### Target completion date

18/12/2018

#### Agreed completion date

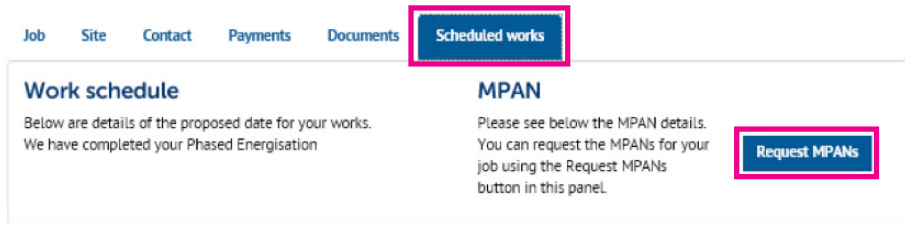
18/12/2018

#### Actual completion date

18/12/2018

### (c) Arranging your Meter Point Administration Number(s) (MPANs)

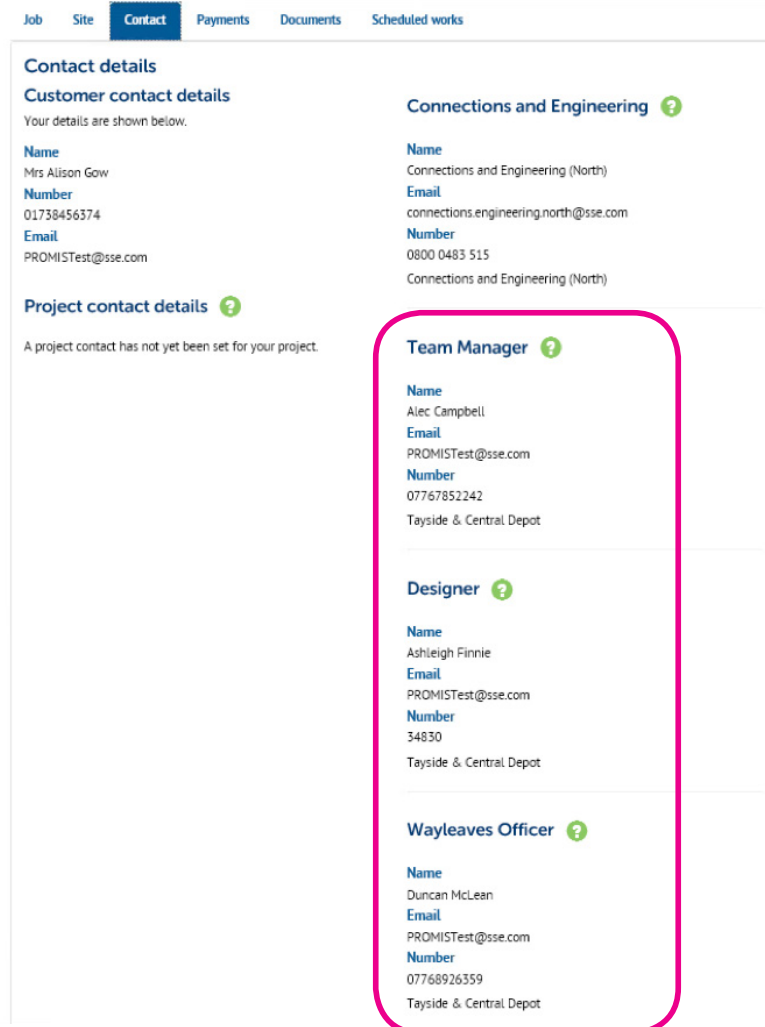
When we are to adopt the network you can also request your MPAN(s) by selecting the Scheduled works tab on the Job summary page and clicking on the "Request MPANs" link.



Please note that Scottish and Southern Electricity Networks cannot arrange the ordering or installation of your electricity meter(s). You will need to ask your chosen electricity supplier to arrange this for you.

### (d) Your contacts

Throughout the application and connections process the contact information for key members of staff involved in the design and delivery of your connection will be updated (see below).



## How to reach us



More information

[www.ssen.co.uk/connections](http://www.ssen.co.uk/connections)



Call us

**0800 048 3516**



Email us

[connections@sse.com](mailto:connections@sse.com)

In an emergency situation  
call 105 immediately for help

**POWER CUT?  
CALL 105**

