

Connections Newsletter

We have delivered our quarter one commitments!

Mains phasing information



Where requested, we will provide mains phasing information prior to any works commencing on site

Where we have ICP/IDNO applications or a customer accepts the non-contestable element of our connection offer, we now have a note on our system reminding delivery team managers to discuss mains phasing during their initial contact call with the customer. This is to avoid works being built and then finding out that the network phasing is not compatible with the work.

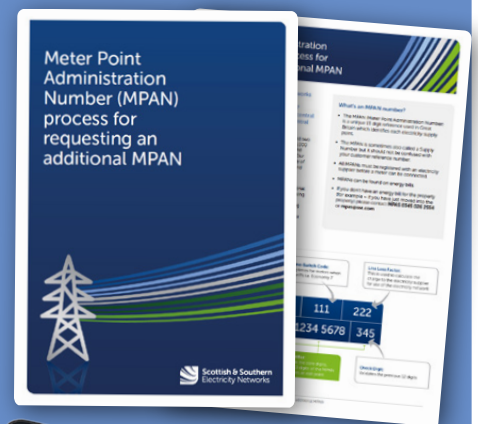
The sheet also includes a tick box to highlight whether mains phasing is standard or non-standard. If at the initial call the phasing is not known, then it will be escalated and progressed so that you will receive the right information.

Enhancement to MPAN Process



We will make it more visible how customers can request new or additional MPANs

A new MPAN guide has been produced that explains how you can request new or additional MPANs. This new guide will complement the suite of guides already available on our website [click here to view](#)



ADDED BONUS

We have also introduced an online 'Events Request' form



Our customers can now tell us which topics or events they would like us to cover and host. This means we can focus on providing workshops that you really want and facilitating beneficial learning opportunities. We will continue to provide updates on our business at the events and will let you know about any changes we have made in our processes. [Click here](#) to suggest an event!



We encourage and support competition in connections and like our customers to engage, interact and network with us and with each other!

We are establishing dedicated ICP/IDNO forums in the north and south – through which ICP's and IDNO's will be invited to share their thoughts and views and discuss with each other topics that they wish to see on the agenda.

ICPs and IDNOs - we need you to drive forward the first meetings and tell us what you want on the agendas. Please contact connectionsfeedback@sse.com for your suggestions.

We've had a good start

We've been engaging with you in lots of different ways...

At workshops, by webinar and through our newly introduced 'pre-application' meetings

We'll continue to host events and workshops where we can meet with our customers face to face - [Register by clicking here](#)

We will host a variety webinars to allow customers to dial in and share our screens - [Click here](#) to find out when the next WebEx is planned.

If you have a new project or just need advice, we will arrange pre-application meetings on capacity, constraints, reinforcements and other factors that could affect project viability. Email connectionsfeedback@sse.com to find out more.





What do you think of our website? We want your feedback!

Do you have any suggestions or ideas for us to improve our connections website? www.ssepd.co.uk/Connections/

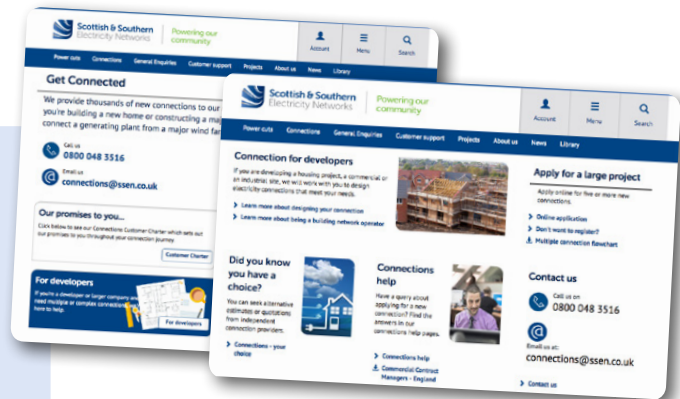
One of our ICE commitments for 2018/2019 is to 'Review our Connections Website'.

We will carry out a detailed review of our connections website to ensure this is easy to navigate, is intuitive and that relevant documents and information are easily accessible.

We need our customers to tell us:

-  Is our website easy to navigate?
-  What information would you like to access within 3 clicks?

Please email your thoughts to connectionsfeedback@sse.com



We provide thousands of new connections to our networks every year.

We're here to help whether you're building a new home or constructing a major development. We can also help if you want to connect a generating plant from a major wind farm to a single small turbine or solar panels. Take a look at the website to find out more - [Click here to view](#).

Upcoming Events

1st August – The High Rise Flat 4 Project – hosted by Portsmouth City Council, Darwin Road




15th August – Connections Surgery, Reading

6th September - Quotation, Design and Application Process workshop (including Connection Offer Expenses and Interactivity) – this will be hosted as a WebEx

11th September – ICP/IDNO engagement event, including the CiC forum – Marriott Bournemouth Highcliff Hotel

12th September – Connections Surgery, Portsmouth

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