



# SSEN DISTRIBUTION CONNECTIONS ENGAGEMENT FEEDBACK

December 2025 update

Connections Customer Conferences – 2 September (Perthshire),  
2 October (Reading)

Feedback	Response
<b>Provide more information on Access Products to understand options available</b>	Our dedicated webpage shall be updated to include new Early Access Products in 2026: <a href="https://www.ssen.co.uk/about-ssen/dso/flexibility/access-products/">https://www.ssen.co.uk/about-ssen/dso/flexibility/access-products/</a> .
<b>SSEN should consider a cost charter and measure its costs against other DNOs</b>	Under the GSP Framework model, costs will depend on the relevant grid supply point and the unique characteristics of each connection request.
<b>Arrange a wayleaves webinar to introduce the team and process</b>	We are planning a dedicated land rights webinar in February 2026.
<b>Consider a dedicated webinar for Major Connections Commitments highlighting KPIs and metrics</b>	This will be covered at our Connections Customer Conference in September 2026.
<b>Offer more dedicated engagement on data portal developments, including webinars</b>	<p>We will soon arrange a session dedicated to data portal developments and our long-term strategy for data sharing in Q1 2026.</p> <p>Our team have organised several webinars around the data and tools that we currently share on the portal. These data surgery sessions are an opportunity for users to learn more about our data from subject matter experts and to provide feedback.</p> <p>Please review our upcoming data surgeries as well as historic webinars through the Events section of our data portal: <a href="https://data.ssen.co.uk/events">https://data.ssen.co.uk/events</a>.</p>
<b>Provide a granular self-serve mapping system with updated capacity to confirm viability</b>	Our team is developing a new network map solution focused on capacity which will enable users to view our network data from a centralised tool. We aim to share this on our portal in Q1 2026. Long term, we aim to enhance the frequency of our capacity data being updated on the network map and as a dataset on the portal.



<b>Provide generation capacity, curtailment reports and historical outage information</b>	We currently share generation capacity and historic outage data on our data portal through the Generation Availability and NaFIRS datasets. We do not currently share curtailment data openly on the data portal due to the sensitive nature of the data.
<b>Create FAQs based on common data requests</b>	We greatly appreciate this suggestion and will work to share this insight on the portal soon.
<b>Provide up-to-date information on grid reinforcement works and new GSPs coming online</b>	We will be updating our Grid Supply Point Reinforcement plans and the amount of Super Grid Transformers that are being replaced and their associated dates from March 2026 to give you better oversight.
<b>Make webinar recordings easily accessible</b>	Our Vimeo page will be included under useful links in our monthly connections newsletter: <a href="https://vimeo.com/showcase/11660316?share=copy">https://vimeo.com/showcase/11660316?share=copy</a> .
<b>Make the surgery request webpage easier to find on the SSEN website</b>	This can be found at <a href="https://www.ssen.co.uk/our-services/major-connections-incentive/">https://www.ssen.co.uk/our-services/major-connections-incentive/</a> and will be included under useful links in our newsletter.
<b>Facilitate access and engagement with flexible services team</b>	Contact details for the flexible services team can be found in our <a href="#">contact guides</a> .  Team members will be present at the next DSO Breakfast held during the Spring Series in March and everyone is welcome to attend.  In 2026 we will be updating our DSO website to show the flexibility customer journey.
<b>Measure effectiveness of surgeries through survey scoring</b>	Surgery feedback surveys are sent out to customers who opt into email updates in the request form.
<b>Highlight flex services on SSEN website</b>	This is available at: <a href="https://www.ssen.co.uk/about-ssen/dso/flexibility/flexibility-services/">https://www.ssen.co.uk/about-ssen/dso/flexibility/flexibility-services/</a> .
<b>Enhance internal training and communication to place positive focus on how to get customers connected</b>	We work closely with our internal training teams to ensure our colleagues have the right skills and knowledge to deliver the best possible service to you. Continuous improvement is a priority for us, and we regularly review training needs to keep our teams focused on helping customers get connected quickly and efficiently. This is a great suggestion, and we'll take it away to explore further training opportunities internally.



## ICP & IDNO Forum – 28 October (Reading)

Feedback	Response
<b>Provide an easily accessible contact guide</b>	<p>We understand that reaching the right person can sometimes be challenging, and improving communication is a key focus for us. We've recently updated our contact and escalation guides and made them digitally available for all customers.</p> <p>If you're struggling to get hold of someone at SSEN, please use the relevant escalation guide below and we'll make sure your query is picked up promptly:</p> <ul style="list-style-type: none"><li>• Contact &amp; Escalation Guide (South SEPD) – SSEN: <a href="https://www.ssen.co.uk/about-ssen/contact-us/contact-escalation-guide-south-sepd/">https://www.ssen.co.uk/about-ssen/contact-us/contact-escalation-guide-south-sepd/</a></li><li>• Contact &amp; Escalation Guide (North SHEPD) – SSEN: <a href="https://www.ssen.co.uk/about-ssen/contact-us/contact-escalation-guide-north-shepd/">https://www.ssen.co.uk/about-ssen/contact-us/contact-escalation-guide-north-shepd/</a></li></ul> <p>We will also include this in our monthly connections newsletter under useful links.</p>
<b>Accept legal drawing to start the legal process</b>	<p>We will accept legal drawings if they are not a draft version. We expect accurate plans to be produced to prevent duplication.</p>
<b>Ensure better management of Service Level Agreement (SLA) turnaround on land rights</b>	<p>Of the drawings provided by ICPs, 85% are rejected. We can input a Service Level Agreement (SLA) but due to the above it wouldn't speed up the process.</p>
<b>Ensure offers are being issued in the name of the connecting customer and not the landowner</b>	<p>When you submit your application, we'll ask you to confirm the following roles: the Commercial Contact, the Connecting Customer, and the Payer. Quotes are issued in the name of the Commercial Contact, as they have the authority to accept the quote on behalf of the customer. If you notice any of these contact roles are incorrect at the start of your application, please let us know as soon as possible so we can update them to ensure your application is accurate.</p>



<b>Provide clarity around how securities apply and some notification early in the project lifecycle on what to expect</b>	Early notification is provided in offers regarding whether Transmission submission is required.
<b>Reduce the window of lost time when asking for insurance policies</b>	A guidance note including requirements around insurance policies has been provided to all INDO's lawyers. IDNO's lawyers will be the first to see the title and be able to proactively pick up any defects and arrange indemnity insurance without the need to wait for the DNO's lawyers to spot the defect.
<b>Reduce time taken for appointment letters to clients from contractors 'RE acting on behalf of'</b>	They are only instructed once the IDNOs write to our solicitors CMS. For ICP jobs, our consents team can instruct CMS directly.
<b>Provide ramping updates to ICP/IDNO before housebuilders/developers</b>	We are unable to do this since we must treat all customers fairly.
<b>Offer more information on ECR and available demand capacities on the network</b>	Embedded Capacity Register information can be found here: <a href="https://www.ssen.co.uk/our-services/tools-and-maps/embedded-capacity-register/">https://www.ssen.co.uk/our-services/tools-and-maps/embedded-capacity-register/</a> .
<b>DSO should assess other options more when the initial surgery option is too expensive</b>	Customers should consider making a formal application or request a feasibility study if the initial option identified in a surgery is not viable for them.
<b>Offer clarity on when legals have been concluded</b>	Our consents team must check both legals and finance are cleared, which can delay the notification that legals have concluded.
<b>Emulate UKPN in having a dedicated CIC team for the whole licence area, not split by region</b>	<p>This year we've restructured our Distribution business to ensure accountability sits in the right place. In recent years we've also significantly increased headcount within the Competitions in Connections Delivery team to give this area the focus it deserves.</p> <p>We continually review how we operate to strike the right balance between efficiency and delivering the best possible service to our customers. Your feedback will be considered as part of future operating model reviews.</p>
<b>Allow six months for acceptance as other DNOs do</b>	Whilst there are some exceptions, the majority of DNOs allow 90 days for acceptance.