



SSEN DISTRIBUTION CONNECTIONS ENGAGEMENT FEEDBACK

January 2026 update

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

Feedback	Response	Updated
Provide more information on Access Products to understand options available	Our dedicated webpage shall be updated to include new Early Access Products in 2026: https://www.ssen.co.uk/about-ssen/dso/flexibility/access-products/ .	December 2025
SSEN should consider a cost charter and measure its costs against other DNOs	Our GSP framework was awarded following an open procurement process and benchmarked against Ofgem's RII0-ED2 unit costs.	January 2026
Arrange a wayleaves webinar to introduce the team and process	We are holding a land rights webinar on 26 February. Register here: https://ssn.engage-360.co.uk/events/4674 .	January 2026
Consider a dedicated webinar for Major Connections Commitments highlighting KPIs and metrics	This will be covered at our Connections Customer Conferences in September 2026 as well as at connections events throughout the year.	January 2026
Offer more dedicated engagement on data portal developments, including webinars	<p>We are holding a Data Portal Surgery on New Features and Plans for the Future on 23 February. Register here: https://ssn.engage-360.co.uk/events/4727.</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: https://data.ssen.co.uk/events.</p>	January 2026



Provide a granular self-serve mapping system with updated capacity to confirm viability	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.	December 2025
Provide generation capacity, curtailment reports and historical outage information	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.	December 2025
Create FAQs based on common data requests	We greatly appreciate this suggestion and will work to share this insight on the portal soon.	December 2025
Provide up-to-date information on grid reinforcement works and new GSPs coming online	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.	December 2025
Make webinar recordings easily accessible	Our Vimeo page will be included under useful links in our monthly connections newsletter: https://vimeo.com/showcase/11660316?share=copy .	December 2025
Make the surgery request webpage easier to find on the SSEN website	This can be found at https://www.ssen.co.uk/our-services/major-connections-incentive/ and will be included under useful links in our newsletter.	December 2025
Facilitate access and engagement with flexible services team	<p>Contact details for the flexible services team can be found in our contact guides.</p> <p>Team members will be present at the next DSO Breakfast held during the Spring Series in March and everyone is welcome to attend.</p> <p>In 2026 we will be updating our DSO website to show the flexibility customer journey.</p>	December 2025
Measure effectiveness of surgeries through survey scoring	Surgery feedback surveys are sent out to customers who opt into email updates in the request form.	December 2025



Highlight flex services on SSEN website	This is available at: https://www.ssen.co.uk/about-ssen/dso/flexibility/flexibility-services/ .	December 2025
Enhance internal training and communication to place positive focus on how to get customers connected	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.	December 2025

ICP & IDNO Forum – 28 October (Reading)

Feedback	Response	Updated
Provide an easily accessible contact guide	<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. 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"> • Contact & Escalation Guide (South SEPD) – SSEN: https://www.ssen.co.uk/about-ssen/contact-us/contact-escalation-guide-south-sepd/ • Contact & Escalation Guide (North SHEPD) – SSEN: https://www.ssen.co.uk/about-ssen/contact-us/contact-escalation-guide-north-shepd/ <p>We will also include this in our monthly connections newsletter under useful links.</p>	December 2025
Accept legal drawing to start the legal process	We will accept legal drawings if they are not a draft version. We expect accurate plans to be produced to prevent duplication.	December 2025



Ensure better management of Service Level Agreement (SLA) turnaround on land rights	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.	December 2025
Ensure offers are being issued in the name of the connecting customer and not the landowner	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.	December 2025
Provide clarity around how securities apply and some notification early in the project lifecycle on what to expect	Early notification is provided in offers regarding whether Transmission submission is required.	December 2025
Reduce the window of lost time when asking for insurance policies	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.	December 2025
Reduce time taken for appointment letters to clients from contractors 'RE acting on behalf of'	They are only instructed once the IDNOs write to our solicitors CMS. For ICP jobs, our consents team can instruct CMS directly.	December 2025
Provide ramping updates to ICP/IDNO before housebuilders/developers	We are unable to do this since we must treat all customers fairly.	December 2025
Offer more information on ECR and available demand capacities on the network	Embedded Capacity Register information can be found here: https://www.ssen.co.uk/our-services/tools-and-maps/embedded-capacity-register/ .	December 2025
DSO should assess other options more when the initial surgery option is too expensive	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.	December 2025



Offer clarity on when legals have been concluded	Our consents team must check both legals and finance are cleared, which can delay the notification that legals have concluded.	December 2025
Emulate UKPN in having a dedicated CIC team for the whole licence area, not split by region	<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>	December 2025
Allow six months for acceptance as other DNOs do	Whilst there are some exceptions, the majority of DNOs allow 90 days for acceptance.	December 2025