

Unmetered

# Reconnection guide



Scottish & Southern  
Electricity Networks

# Scottish and Southern Electricity Networks

We own and operate two electricity distribution licence areas, one in the north of Scotland and the other in central southern England.

Scottish Hydro Electric Power Distribution (SHEPD) - operates in the north of Scotland and safely delivers electricity to around 770,000 customers across a quarter of the UK landmass. Southern Electric Power Distribution (SEPD) - operates in central southern England and safely delivers electricity supplies to more than 3 million customers.

We offer a range of connection services for customers including unmetered connections enabling the connection of streetlights, street furniture (broadband cabinets), advertising units, bus stops and CCTV cameras.

This guide outlines the process customers will need to follow if their existing unmetered connection is damaged and requires a reconnection.

## The Process

If your unmetered asset is damaged or knocked down and requires replacement or repair, you will need to the process below:

1. The asset owner will need to contact us on 105 (or 0800 072 7282 in southern England, 0800 300 999 north Scotland) to request a disconnection to allow the asset to be re-placed or fixed.
2. We will attend the site to complete the disconnection and make the area safe.
3. The asset owner will then need to submit a new connection application to reconnect the supply:
  - a. Please contact Connections & Engineering (0800 048 3516) to submit a new application form, or [apply online](#).
  - b. We will design and issue a new quotation to you within 25 working days in line with our Guaranteed Standards of Performance.
  - c. Should you wish to proceed, upon acceptance and payment received we will schedule the works to be completed.

# Contacts

**Connections & Engineering** Applications: 0800 048 3516 [connections@ssen.co.uk](mailto:connections@ssen.co.uk)

Acceptances: 0800 197 5527 [quote.acceptance@ssen.co.uk](mailto:quote.acceptance@ssen.co.uk)

## North Design

**Euan Davidson:** 07584 313825  
[euan.davidson@sse.com](mailto:euan.davidson@sse.com)  
North Caledonia

**Rashah Mitchell:** 07384 454409  
[rashah.mitchell@sse.com](mailto:rashah.mitchell@sse.com)  
South Caledonia

**James McNeish:** 07384 454411  
[james.mcneish@sse.com](mailto:james.mcneish@sse.com)  
South Caledonia

**Simon Horne:** 07500 912920  
[simon.horne@sse.com](mailto:simon.horne@sse.com)  
Highlands & Islands

## North Delivery Regional delivery managers

**Alan Bowie:** 07810 858763  
[alan.bowie@sse.com](mailto:alan.bowie@sse.com)  
North Caledonia

**Traci Kidd:** 07767 852057  
[traci.kidd@sse.com](mailto:traci.kidd@sse.com)  
South Caledonia

**Kevin Stewart:** 07767 852260  
[kevin.stewart@sse.com](mailto:kevin.stewart@sse.com)  
Highlands & Islands

## South Design

**Andy Arnold:** 07767 850108  
[andy.arnold@sse.com](mailto:andy.arnold@sse.com)  
Thames Valley region

**Sachin Pathak:** 07342 026439  
[sachin.pathak@sse.com](mailto:sachin.pathak@sse.com)  
Ridgeway region

**Mark Wickham:** 07810 858177  
[mark.wickham@sse.com](mailto:mark.wickham@sse.com)  
Wessex region

**Stefeni Cura:** 07469 411979  
[stefeni.cura@sse.com](mailto:stefeni.cura@sse.com)  
South East region

## South Delivery Regional delivery managers

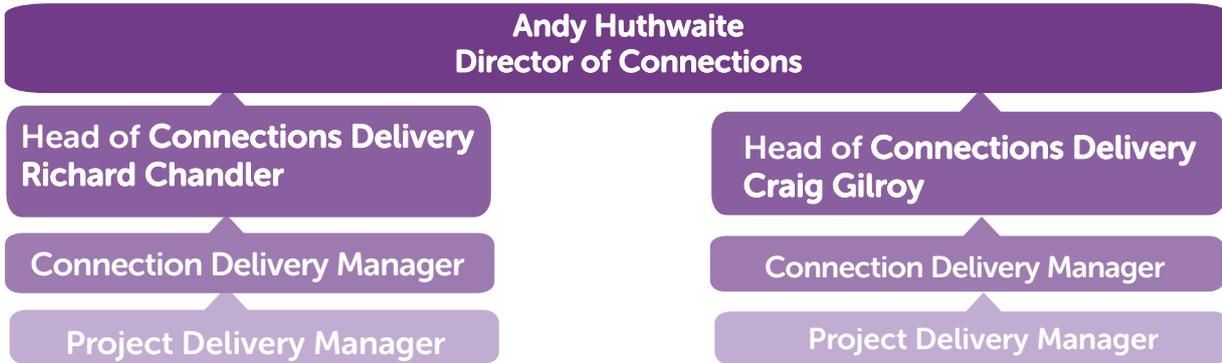
**Chris Gilroy:** 07767 850993  
[chris.gilroy@sse.com](mailto:chris.gilroy@sse.com)  
Ridgeway region

**Adam Moore:** 07741 776229  
[adam.moore3@sse.com](mailto:adam.moore3@sse.com)  
Wessex region

**Alan Woods:** 07767 850146  
[alan.woods@sse.com](mailto:alan.woods@sse.com)  
Thames Valley region

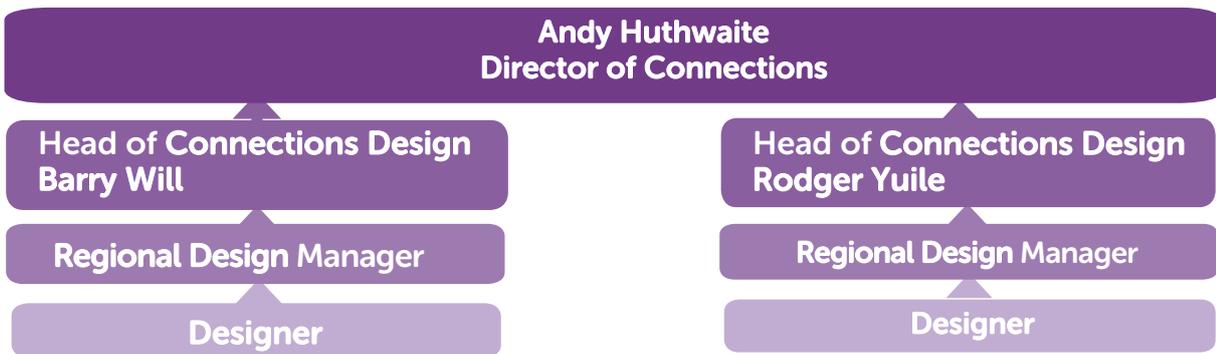
**Paul Towsey:** 07500 912995  
[paul.towsey@sse.com](mailto:paul.towsey@sse.com)  
South East region

## Connections delivery escalation route (North)



## Connections delivery escalation route (South)

## Connections design escalation route (North)



## Connections design escalation route (South)

## Faults escalation route (North)



## Faults escalation route (South)



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