

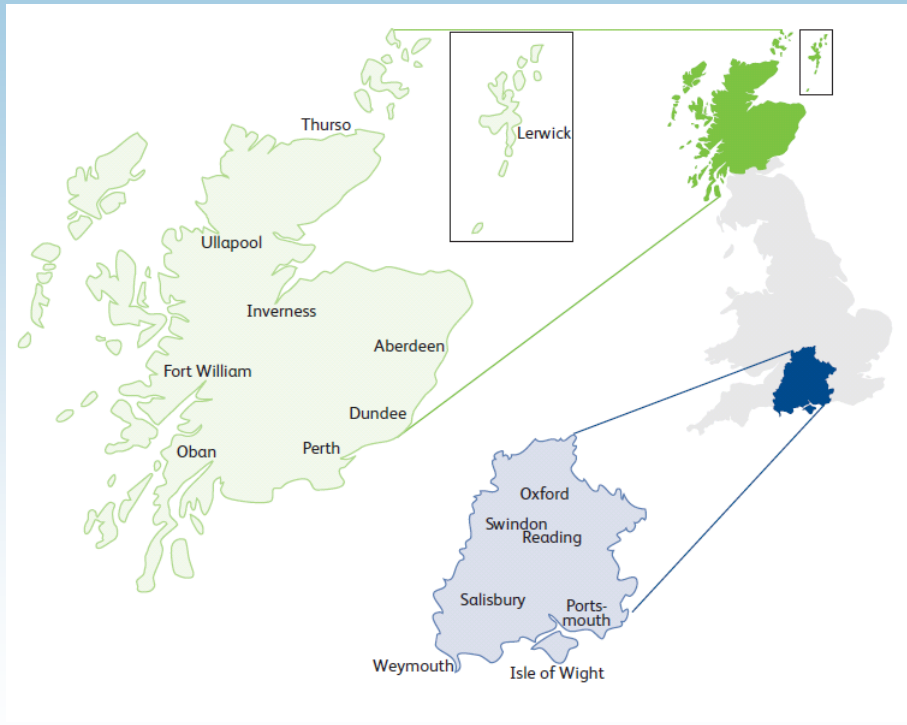
THE THINGS WE DO

# SMARTER



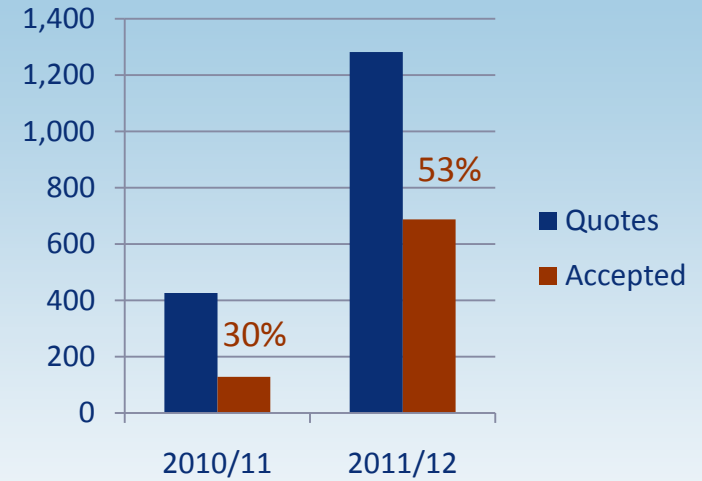
**Stuart Hogarth**  
**Director of Distribution**

# Overview of SSEPD

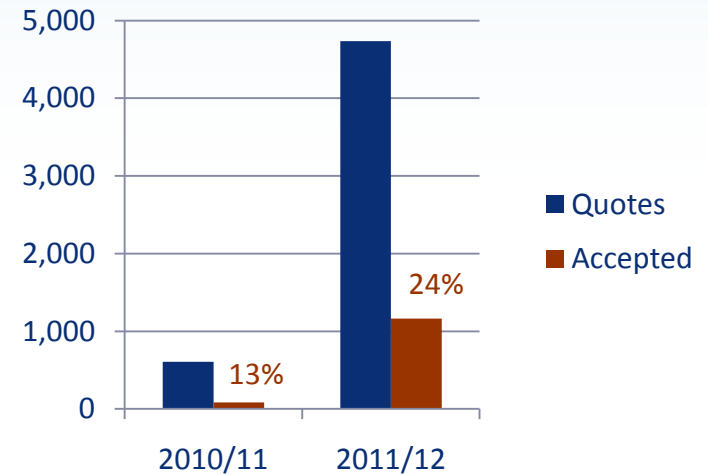


Characteristic	SHEPD	SEPD
Land area (km <sup>2</sup> )	55,167	17,068
Number of customers	740,768	2,934,581
Length of circuits (km)	47,024	76,220
Number of substations	7,788	28,575

## North



## South



# What I have heard in London and Cardiff

- ❖ Communication is still not great
- ❖ Whilst individual DNOs have made improvements, there is a lack of a co-ordinated workplan
- ❖ Inflexible approach to projects by DNOs
- ❖ Technical assistance not easy to obtain
- ❖ Too much industry jargon
- ❖ Lack of 'heat maps' to help developers site projects

YOU SAID	WE HAVE LISTENED
Why does it take you just as long to quote for a “small generator” as it does for a “large generator”?	We have adapted our processes to ensure those quotations which can go out quickly, do. Our current average overall quote delivery time-scale is 48 days
The 30 day quote acceptance period is not long enough	We now offer standard Extensions to this period and re-validation of Offers, where applicable
I want a central point of contact for SSE for my project	We now have dedicated Contract Managers, which are appointed at Offer stage and see the project all the way through to energisation
I don't understand the content of the Offer and I want a cost breakdown for the quote	We have streamlined our Offers and will be providing a cost breakdown as standard, with every Offer.
Your website is difficult to use / you are difficult to contact	We are looking at a number of different ways to ensure customers are able to contact us more easily. We have also made significant website improvements in the last few months
I do not want to wait 65 days for you to send me a quote which is uneconomical	If costs exceed 'tipping point' given by the customer we will give them a call before proceeding any further with the quote
We want earlier engagement from you	At the Offer stage, your dedicated Contract Manager will call you to explain the key points from the Offer in detail
We want better engagement with you	We are committed to including stakeholders in the development of our business

**THERE IS STILL A LOT OF WORK TO DO**

# Approach to Customer Service

- ❖ Improvements in past year
- ❖ Commitment Based Management
  - “doing what we say we will do”*
- ❖ Recognise that there are still issues
- ❖ We are listening
- ❖ We still have a way to go



# We want to know what our stakeholders want...

- ❖ Our stakeholder engagement strategy
- ❖ Face-to-face meetings with individuals and groups
- ❖ Business Plan consultations

[www.ssepd.co.uk/HaveYourSay/](http://www.ssepd.co.uk/HaveYourSay/)

- ❖ Targeted campaigns
- ❖ Forums
- ❖ Online via the website and social media

