

Response received by email

Only today have I received from SSE notification that you are seeking a feedback by tomorrow. This leaves me with insufficient time to study in any detail and comment on the plan that has been produced.

What I can tell you, based on our recent experience of dealing with SSE.

The individuals we have contact with are pleasant and not unhelpful but the overall performance of SSE is horribly slow and in need of improvement.

Our recent experience with SSE is in relation to redevelopment of commercial sites ranging between about 2 to 12 acres and which can necessitate cutting off existing supplies prior to demolition, laying services to the new development normally involving one or more new substations, sometimes the removal or repositioning of an existing substation and the laying of cables to several new buildings on the site.

To get the required electric services laid to serve new buildings is a horribly long slow and painful process which can take many months such that construction of the buildings can be completed before the supply is available even though the supply requirements will have been notified to SSE before the existing buildings were demolished. It can take longer to get electric to the new buildings than the time taken from commencement of demolition of the old buildings through to completion of the construction of the new buildings.

Once SSE get to site and progress with their work there is really little in the way of problems. The difficulty is the time it takes before anything can start to happen on site. Enquiries for supply necessitate submission of a quotation and it is not uncommon to have to wait in excess of a month before it is received. From when the quote is accepted, if it involves a substation then there is long delay for the necessary legal procedures involving the grant of a lease or transfer for the new substation. Initially it can take perhaps 3 months before they produce a plan necessary for the legal documentation and only then might solicitors be instructed. The quality of service from their solicitor has in the past been deplorable, not only unbelievably slow but not even knowing how to handle the job because of a lack of understanding of basic property law and conveyancing procedures. Only when the legal process is out of the way does the job get into the hands of the installation department who may then have a delay whilst ordering cable and substation transformers etc.

Neville Andrew

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