Welcome to the second edition of SHE Transmission’s quarterly newsletter.
Welcome to OpenLines
David Gardner introduces issue 2

We're ready for winter. Are you?
Managing the effects of storms to keep the power on

Our projects
An update on our latest projects

Employee profile
We meet Ali Macleod, Land Manager

New Grantors' Code of Practice
Working responsibly with landowners

Building a low carbon future
Supporting the growth of renewable energy

Events
A look at events past and future

Feedback
Results of your feedback on issue 1

Get in touch
We're here to help
Welcome to OpenLines

I’d like to start our second issue of OpenLines by wishing everyone a happy New Year and a safe and healthy 2016. The winter months are an especially challenging time for electricity networks, and that’s particularly true in the north of Scotland, which is well renowned for its inclement weather conditions at the best of times.

In recent years, Scottish Hydro Electric Transmission, as well as our colleagues in Scottish Hydro Electric Power Distribution and Southern Electric Power Distribution, has concentrated on improving both our preparations for incoming adverse weather conditions and our response once those conditions arrive.

Between us, we’ve invested more than £192m in our winter preparations this year, and you can get a glimpse on page 4 of what’s involved each year as we try to keep disruption on the electricity network to a minimum.

The pre-Christmas period was an exceptionally busy time for our project teams too. As you’ll see on page 5, projects worth around £350m were completed on time and on budget, and have increased the capacity of the transmission networks in those areas, improved security of supply, and will enable new renewable generation to connect to the grid.

You may have seen the Beauly–Denny line featured on the BBC 4 documentary on SSE, ‘Power to the People’. The 400,000 volt line was fully energised at the end of 2015, and represents a major milestone, not only in SSE, but the renewables industry in Scotland as a whole, allowing the connection of 80 renewable generation developments with a combined capacity of over 1,460MW.

Elsewhere in this issue we speak to Ali Macleod, one of our Land Managers, who highlights the importance of our relationships with landowners, and we also look ahead to our low carbon strategy, which you can get involved in.

As ever, we’re interested in receiving feedback on OpenLines itself or any aspect of our work. To contact a particular team, please visit the contact us section to find out how you can get in touch.
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David Gardner
Director of Transmission

Power to the People

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We’re ready for winter. Are you?

Snow, lightning and high winds are regular fixtures of the typical Scottish winter. While we can’t control the weather, we can change and improve our approach to managing the effects of storms to keep the power on.

Read the full story
Our three networks businesses operate in contrasting environments, each with its own distinct challenges. Our two Scottish businesses, Scottish Hydro Electric Distribution and Scottish Hydro Electric Transmission, cover large swathes of remote land in the north of Scotland. Southern Electric Power Distribution on the other hand is responsible for more densely populated urban areas to the south and west of London.

While the socio-geographic challenges facing SSEPD might be different, one aspect of our work that remains the same across SSE plc as a whole is the safety of our staff and external contractors. In January 2015 for example, lightning struck 5,000 times across the Western Isles and northern Scotland over a two day period during the ‘weather bomb’, averaging more than 100 strikes each hour during the worst of the storm.

Engineers are used to braving the elements, often working long hours and in potentially dangerous circumstances to get the power back on for customers as quickly and as safely as the weather allows. Just as important as the front end engineers are the support staff. They play a critical role in monitoring the weather and ensuring engineers, customer service employees and welfare and priority service teams are directed to the areas likely to be most vulnerable when the power goes off.

For some, a power cut can be particularly distressing and difficult to deal with. SSEPD’s Priority Services Register offers our vulnerable customers additional support. This includes a dedicated 24 hour priority services phone number, priority updates and portable electricity generators for critical supply customers reliant on power for medical purposes.

We’ve also established vital working partnerships with local authorities, emergency services and resilience and community groups across the north of Scotland and central southern England to make sure response teams are working effectively together.
Winter awareness campaign

Ahead of this winter we invested £192m in our electricity networks in central southern England and northern Scotland and launched our largest ever customer communications campaign so that customers are kept up-to-date with the latest information. Our winter awareness campaign features for the first time a TV advert shown in the north of Scotland. It tells the story of who we are, what we do, and how to contact us through the eyes of the children.

Brian Lironi, Head of Corporate Affairs (Networks) said: “One of the challenges we face is helping our customers understand who we are, what we do and how to contact us, particularly in the event of bad weather. Our winter advertising campaign is one way of raising awareness, and this year we have tried to create an advert that will get a greater reaction from customers.”

Other communication channels

- Power Track app for smartphones and tablets, which gives real time information on power outages by postcode and an estimated power restoration time.
- A new rolling news website for up-to-the-minute information during storms.
- Delivering more and earlier information through customer contact centres and social media channels about power restoration times.

Watch Video
Winter awareness campaign TV advert

Watch Video
A look at our tree-cutting preparations

Watch Video
Securing your garden for the winter

After a storm, my Dad makes sure everyone’s electricity is on

We’re ready for winter. Are you?

Get ready at saeed.co.uk

SSEPD’s Priority Services Register offers members of society likely to be most vulnerable during storms additional support. This includes a dedicated 24 hour priority services phone number, priority updates and portable electricity generators for critical supply customers reliant on power for medical purposes.
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Although there is a range of technology on overhead lines to prevent disruption from weather events, in extreme circumstances protective equipment can falter. Engineers are used to braving the elements, often working long hours and in potentially dangerous circumstances to get the power back on for customers as quickly and as safely as the weather allows. Just as important as the front end engineers are the support staff. They play a critical role in monitoring the weather and ensuring engineers, customer call centre staff and welfare support teams are directed to the areas most at risk and in need of additional support to help communities cope with the effects of power interruptions.

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**We value your feedback**

1. To what extent do you agree or disagree with the following statements:

   a) The **TV advert** helped me understand what Scottish and Southern Energy Power Distribution does

   b) The **TV advert** was visually appealing and engaging

   c) The **TV advert** and the information provided was clear and easy to understand

2. In general, do you think Scottish and Southern Energy Power Distribution should be doing more to promote themselves and the work they do?

   Yes No

3. Based on your own experiences, do you think that SSEPD prepares and responds well to adverse weather conditions?

   Yes No

4. What one thing could SSEPD do to improve its response to power interruptions?

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We value your feedback
We aim to connect renewable generation to the grid as fast as possible, helping the country meet renewable energy targets, reduce emissions and promote economic growth.

With around £600m of investment planned for 2015/16 alone, our focus is to build our projects on time and on budget, keeping costs as low as we can for the end consumer.

The map gives a general overview of network upgrades that are in progress, projects we have completed and potential developments. For more detailed information, please click here to read our latest quarterly project update.
Our projects

Overview of Transmission projects

1. Beauly–Denny
2. Beauly–Blackhillock–Kintore
3. Kintyre–Hunterston Link
4. Beauly–Mossford
5. Caithness–Moray HVDC
6. Dounreay–Mybster
7. Beauly–Loch Buidhe Reconductoring
8. Western Isles Link
9. Shetland Isles Link
10. East Coast Phase 1
11. Gills Bay Radial
12. Lairg–Loch Buidhe
13. Knocknagael–Tomatin
14. Inveraray–Crossaig Reinforcement
15. Beauly–Loch Buidhe Reinforcement
16. Melgarve Substation
   (Stronelairg Wind Farm Connection)
Project Spotlight

“The completion of this project has allowed for an 85% increase in the capacity of the overhead line route.”

Beauly–Blackhillock–Kintore

We recently completed a £94m project to refurbish the 275 kilovolt (kV) overhead line on the main west to east transmission route from Beauly via Blackhillock to Kintore.

The 157km line was originally constructed in the early 1960s, erecting 476 transmission towers across the Highland, Moray and Aberdeenshire local authority areas. With more renewable energy generation expected in the Highland area, the completion of this project has allowed for an 85% increase in the capacity of the overhead line route to accommodate new connections.

Restringing and refurbishment of the line began in 2010 and at the peak of its activity was employing a workforce of 82 – some who worked on the project for its duration – to ensure the work was carried out safely, on time and to budget.

During the five year works the Knocknagael substation was commissioned onto the grid and connections to two wind farms were made – Berryburn in 2013 and Clashindarroch the following year – building the strength of energy supplies across the north of Scotland.

Watch Video
The Beauly–Blackhillock–Kintore Project
At 41km, our biggest and longest subsea cable project to date was successfully completed in November 2015 on time and on budget.

The £200m connection was a project to reinforce the 132kV transmission network on Kintyre by providing a new 132kV connection between the Kintyre Peninsula in Argyll to the existing mainland transmission network at Hunterston in North Ayrshire.

The project will help improve the security of supply to the Kintyre Peninsula as well as giving renewable energy developers the opportunity to connect to the network.

The project is largely located in SHE Transmission’s licensed area; however 3.5km of land cable and associated substation works were located within Scottish Power Transmission’s licensed area at Hunterston.
Beauly-Mossford

The £53m project from Beauly to a new substation at Corriemoillie was completed in November 2015 on time and under budget.

Construction work on the project to complete the new power line – including overhead line, underground cables and works on Beauly substation – began in March 2013 as the old overhead line was replaced with new, higher capacity conductors to allow a greater export of generation in the Strathconon area while improving the reliability of the electricity supply to customers in the north west of Scotland.

At the peak of the works, 105 people worked on the programme which sought to reduce the visual impact of the line by removing 188 old overhead lines towers and replacing them with just 97 new towers and 3km of underground cable.
Employee profile

Ali Macleod, Land Manager

Introduction

In each issue of OpenLines we’ll bring you a profile of a SHE Transmission colleague who has an important role to play in making sure that we provide the highest levels of service for all our stakeholders.

In this edition, we meet Ali Macleod, one of our team of Land Managers, whose job is to provide a link between our construction project teams and the landowners and tenants where our projects are located.
In a nutshell, Ali, what does your job involve?

My role is really to make sure that the work SHE Transmission is doing, or plans to do, on people’s land is carried out responsibly and that we provide the right level of payment for our use of their land.

Can you describe a typical working day?

Most days involve visiting landowners and members of our project teams to discuss issues like access agreements and consents, along with helping produce the paperwork that captures the discussions and agreements and makes sure that everyone involved understands their rights and responsibilities.
You work with a lot of people whose jobs and livelihoods are based on agriculture and forestry; do you have a rural background yourself?

Yes, my family has always been involved in forestry and agriculture with a number working for the Forestry Commission and local estates. I suppose from a young age you were always expected to assist with the usual manual duties associated with these industries, and I suppose this association has naturally progressed over the years and influenced my decision to embark on a career that involved working with rural communities.

A lot of my colleagues in the SHE Transmission Land Team come from very similar backgrounds, which I think is really important for the work that we do.
Employee profile
Ali Macleod, Land Manager

How did you end up as a Land Manager for SHE Transmission?

After I left Kingussie High School I completed a degree course in Rural Resource Management at Edinburgh University, then returned to one of the local estates I previously worked on for a couple of years before spending the next 11 years working for the Department of Agriculture for Scotland in their Portree and Inverness offices.

Following this I applied for the role of Transmission Wayleave Officer in 2009 and remained in this role until last year when the Land Manager role was created within the SHE Transmission Land Team.

I might have a formal qualification for the work I do, and it was a good foundation for my career, but like a lot of people, I’ve learned far more on the job than I did at university.
Employee profile

Ali Macleod, Land Manager

What do you enjoy most about your job?

No two days are ever the same, and you certainly meet lots of interesting people. I’m fortunate at the moment to be working on SSE’s biggest ever capital project, the subsea high voltage link between Caithness and Moray. Although the power cable itself is going to run under the sea, there’s a lot of work to be done onshore as well.

It’s really important that we work well with the communities and people that host our projects on their land, and I want to play my part in making sure that we provide the highest levels of service for landowners as we go about our work. I know SHE Transmission is committed to being an organisation people would choose to do business with, rather than just a business they have to work with.
New Grantors’ Code of Practice

One of the core values that makes up SSE’s SET values is sustainability. That means being a responsible operator and community member by helping to achieve lasting social, economic and environmental benefits for future generations.

Read the full story
It would be impossible to operate a reliable electricity network without the cooperation of the thousands of landowners, small and large, who allow us to place equipment on, or under, their ground.

We’ve been working with the two largest landowner representative bodies, NFU Scotland and Scottish Land & Estates, to establish a new Grantors’ Code of Practice in Scotland. The code explains the responsibilities of SSEPD’s staff and its contractors when accessing farmers’ and landowners’ private property to install and maintain the electricity network.

This new Grantors’ Code of Practice replaces the Grantors Charter, which was issued by SSEPD in 1998. The NFU Scotland and Scottish Land & Estates were brought on board to make sure the views and opinions of their members were taken into consideration throughout the process.

The new Code of Practice clearly outlines the responsibility SSEPD has to farmers and landowners, covering the following areas:

- Gaining access to property
- Working on their land
- Moving equipment and apparatus
- Identifying overhead line heights and underground cable depths
- Resolving damage to land or equipment
- Wayleave payments

Iain Richmond, Wayleave Officer at SSEPD, said: “Our key purpose is to provide the energy people need in a safe, reliable and sustainable way. It would be impossible to operate the electricity network without the cooperation of the thousands of farmers and landowners who allow us to place equipment on, or under, their land.

“It was great to partner with NFU Scotland and Scottish Land & Estates to create our new Grantors’ Code of Practice. And with their help we’re confident it will meet the expectations of their membership.”
SSE SET Values

Safety
We believe all accidents are preventable, so we do everything safely and responsibly or not at all.

Service
We put the current and future needs of customers at the heart of everything we do.

Efficiency
We keep things simple, do the work that adds value and avoid wasting money, materials, energy or time.

Sustainability
Our decisions and actions are ethical, responsible and balanced, helping to achieve environmental, economic and social wellbeing for current and future generations.

Excellence
We strive to get better, smarter and more innovative and be the best in everything we do.

Teamwork
We support and value our colleagues and enjoy working together as a team in an open and honest way.
Building a low carbon future

As the Transmission Owner for the north of Scotland we play an important enabling role in the future of the UK energy system, supporting the growth of renewable electricity generation, as well as supporting other low carbon technologies.

Read the full story
The UN Climate Change Conference in Paris in November 2015 resulted in the first global deal to tackle climate change. The Paris Agreement, which will come into effect in 2020, was signed by almost 200 countries with the aim of limiting the rise in global temperatures to less than 2°C.

One of the ways in which Great Britain can contribute to these targets is through the transition to a low-carbon economy and by using energy created from clean technology. As the Transmission Owner for the north of Scotland, we play an important role, connecting renewable energy generators to our network and helping the country to meet renewable energy targets, reduce emissions and promote sustainable economic growth.

During the three years of the current price control period, RIIO-T1, we’ve been working hard to connect renewable energy created in the north of Scotland. We’ve delivered a number of large infrastructure projects, allowing more renewable generation to be connected to the grid and for extra capacity to come online in years to come.

In the past three years alone we’ve connected around 650MW of renewable generation in the north of Scotland. And there’s more to come in the next two years: a further 3GW has been granted consent, and with the completion of projects like Beauly–Denny we have room for an additional 5GW to be connected.

Importantly, low carbon electricity is also potentially a solution to reduce the carbon emissions from our cars and public transport, and may even provide a low carbon way of heating our homes. Economies built around low-carbon energy present both opportunities and challenges to SHE Transmission. So, we are working collaboratively with a range of renewable energy developers, our supply chain and other interested organisations to enhance our approach to sustainable design, develop more innovative solutions with the help of low carbon technology, and deliver wider environmental benefits.

Our success in supporting the growth of the low carbon economy relies on our stakeholders joining the low carbon debate. To receive a copy of SHE Transmission’s 2016 Sustainability Statement or news about forthcoming low carbon surveys and events, you can email our low carbon team at lowcarbonteam@sse.com.
Events
Past and future
Events
Past and future

Through these seminars, we wanted to understand how much developers already know about the connections process, how much they don’t know and what we can do to make the process more efficient.

Over 50 developers took part in interactive live voting sessions, giving us instant feedback to our questions on the connections process and system planning, and prompting some very interesting conversations.

The sessions were enjoyed by all involved, and we’ll be using the comments and scoring to inform our low carbon strategy and our approach to low carbon connections over the next year.
Events
Past and future

NOVEMBER

Low Carbon Networks & Innovation Conference

The Low Carbon Networks & Innovation Conference is the only conference dedicated to showcasing the breadth of innovative engineering work taking place across Britain’s gas and electricity networks.

This year, more than 20 presenters from SSEPD talked about the learnings from our innovation projects including Modular Approach to Substation Construction and a new tool to inspect transformer insulation equipment on-site.

Our Future Networks and Innovation team develops and tests innovative solutions to drive down costs for consumers. The team has undertaken more than 200 projects under Ofgem’s innovation incentive schemes, with the learning shared between all UK Licensed Network Operators.
Events
Past and future

2 AND 3 MARCH 2016
Scottish Renewables Annual Conference

If you’re in the renewable industry and want to know more about our projects, we’re attending Scottish Renewables Annual Conference in March. One of the largest events in Scotland’s renewable energy calendar, the conference is a mixture of networking opportunities and more formal plenary sessions on a range of topics affecting the industry. We look forward to seeing some of you there.
Events

Past and future

National Grid’s customer seminars take a look at developments in the transmission industry with the three Transmission Owners, National Grid as the System Operator, and generation developers. Typically they involve a series of presentations on industry codes and policy developments before each Transmission Owner hosts interactive breakout sessions, focusing on a subject of their choosing.

Seminars take place on a bi-annual basis and are split between Glasgow and London/Warwick.

If you’re a developer and are interested in attending the next seminar, please get in touch.
We value your feedback

We received some really useful feedback from our first issue in September 2015, with the vast majority of responses rating OpenLines very well. But we need your help to make sure our articles are of genuine interest.

### September 2015

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<th>Question</th>
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<td>Was the information provided in the newsletter useful and relevant to your interest?</td>
<td>4.5</td>
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<td>Please rate the overall look and feel of the newsletter.</td>
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<td>Please rate the quality and usefulness of our videos.</td>
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Please give us further feedback.
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September 2015
Average feedback scores

Was the information provided in the newsletter useful and relevant to your interest?
Please rate the overall look and feel of the newsletter.
How easy was it to find your way through the different sections?

If there are any topics you’re interested in or would like to know more about, please send all suggestions to Ross Williams at Ross.Williams@sse.com

Join our mailing list
If you’d like to have the next issue of OpenLines sent directly to your email inbox, please click here.
Alternatively, please email Ross if you would like to be taken off our mailing list.

Next issue
Look out for our next issue at the end of April 2016.

Join our mailing list
We value your feedback

Overall, how would you score the second issue of OpenLines?

1 = poor
5 = excellent

If you’ve read both issues, which did you find the most interesting?

Issue one
Issue two

Did you find the information in this issue of OpenLines interesting and relevant to your job?

Yes
No

Would you recommend OpenLines to a colleague?

Yes
No

Please number in order of preference, from 1 to 6, your interest in hearing about the following topics:

Project updates
Sustainability and the environment
Industry policy
Innovation
Regulatory and political environment
Safety

Other – please state

What aspect(s) do you like/dislike the most?

Submit
Get in touch

We’re here to help. Whether you have comments, queries, requests for information or would like to be our partner on one of our many projects, feel free to contact us using the details below:

Network Connections
For connections enquiries and applications, get in touch with us on 0800 048 3515

Emergencies and Power cuts
We’re open 24 hours a day, 7 days a week, 365 days a year for you to contact us with any issues in the north of Scotland.
Mobile: 0345 072 1901
Landline: 0800 300 999

Open4Business
For information on supplying to SHE Transmission and the wider SSE plc Group, please visit:
www.sseopen4business-highlands.com

Stakeholder Engagement
We are always searching for ways to include our stakeholders in the decisions we make. To get involved with our engagement activity, email:
stakeholder.engagement@sse.com

Transmission Future Networks
If you represent a member of the innovation community – for example, a university, research institute or technology company – and you would like to know more about the new technologies we are developing, please contact our Future Networks team.
Email: futurenetworks@sse.com

Grants and Landowners
We work with closely with landowners that grant us access to their land to complete our projects.
If you don’t know your local Wayleave Officer, you can contact our Central Wayleave Registry with any queries relating to your agreement.
Email: wayleave.registry@sse.com
Telephone: 01463 728081

Low Carbon
Working towards a low carbon energy network means change for our business operations and stakeholders.
To get involved and help us plan for the transition to a low carbon economy, email:
lowcarbonteam@sse.com

Media
We welcome enquiries from professional journalists and we provide a 24-hour service for urgent enquiries.
To contact our media team, please call:
0345 0760 530

Note: Calls to 0845 numbers costs 2p per minute plus your phone company’s access charge.