

Transmission news



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Adapting to COVID-19

As we all adapt to the necessary social measures introduced by Government to help fight the Covid-19 outbreak, we know that for the customers and the communities we serve, this may lead to concerns about the essential services we all rely on. We wanted share with you what we are doing to protect and maintain network operations to keep electricity flowing while keeping our customers and colleagues safe.

Fulfilling an essential purpose

As the transmission network operator for the north of Scotland, involved in critical national infrastructure, we play a vital role in powering the country. We are providing a safe and reliable supply of electricity at local, regional and national level, on which the people and organisations whose work is critical to the Covid-19 response depend. Our employees are working 24/7 to keep the network running, providing an essential service transporting energy to where it is needed. Working in some of the most remote areas of the UK, our employees and supporting contractors need to be able to move around the UK to ensure this work continues.

Collaborating with Government and industry

We are collaborating on a daily basis with the UK and Scottish Governments and the energy regulator, Ofgem, on the latest guidance, adapting our advice in line with what is clearly an evolving situation. We are working with other network operators, trade associations and industry, to maintain activity that safeguards supply, while ensuring the wellbeing of our customers, colleagues and communities.

Keeping our customers and colleagues safe

Our first priority is the health and safety of our staff. We have ensured our staff have sufficient personal protective equipment (PPE) supplies, introduced

additional hygiene measures, and have issued guidance on social distancing, alongside additional absence reporting processes. All employees who can work remotely are now working from home, and for key personnel in roles critical to the supply of electricity, measures are in place to protect them from exposure to the Covid-19 virus.

Prioritising and protecting core operations

As an operational business involved in critical national infrastructure, we've taken steps to segregate our frontline operational teams and maintain workforce resilience. This includes splitting the physical location of our teams, to ensure we can maintain operations in the event of a localised outbreak or a closure of a site.

Continuation of critical work

Through collaboration with the UK and Scottish Governments, as well as our industry colleagues, on the continuation of critical work to ensure a safe and reliable supply of electricity amidst the Covid-19 outbreak. The Scottish Government definition of circumstances where work can continue includes elements of Critical National Infrastructure. It has also been made clear that it is for companies in key sectors such as electricity to exercise a degree of judgment to determine exactly what work is in fact critical.

In line with that, SSEN Transmission as a responsible company, is currently defining such activity to include work that is essential to the safe and reliable supply of electricity in the medium term. In conducting this critical work, there is a requirement to be active on a number of construction sites. This work is essential to the safe and reliable supply of electricity, and to protect the public, including our most vulnerable customers.

Our customers

If you are one of our connected or connecting customers, or if you are intending to connect to the electricity network in the future, we understand you may have concerns during this uncertain time. Please be assured we are working hard to minimise any disruption. If you would like to speak to us about any concerns, please contact transmission.commercial@sse.com

Keeping you informed

We are committed to continuing quality engagement with all our stakeholders as we all respond to the challenges facing us in the weeks and months ahead. You have our commitment that we will keep you up to date on what this means for our customers, communities and stakeholders. If you have any queries or would like our support, please get in touch with our team at

Transmission.Stakeholder.Engagement@sse.com

Thank you for your support.