



ANNUAL BUSINESS PLAN COMMITMENT REPORT 2021/22



Scottish & Southern
Electricity Networks

Powering our
community



ABOUT SSEN

Who we are and what we do.

Scottish and Southern Electricity Networks (SSEN) is the trading name of the two Distribution and one Transmission businesses that form part of the FTSE-100 energy company, SSE.

This report focuses on the two Distribution businesses, Scottish Hydro Electric Power Distribution plc (SHEPD), that operates to the north of the central belt of Scotland, and Southern Electric Power Distribution plc (SEPD) that operates in central southern England, as shown on the map opposite.

Together, these networks serve over 3.9 million homes and businesses, from the bustle of west London to the smallest villages in the Highlands and Islands of Scotland.

Our primary focus is to provide a safe and reliable supply of electricity to our customers by investing in and maintaining the systems of overhead lines, underground and subsea cables that transport electricity to homes and businesses as well as ensuring ongoing and continuous improvement of the service we offer our customers.



SHEPD

788,261 customers'

homes and businesses served

49,471km

of overhead lines and underground/subsea cables

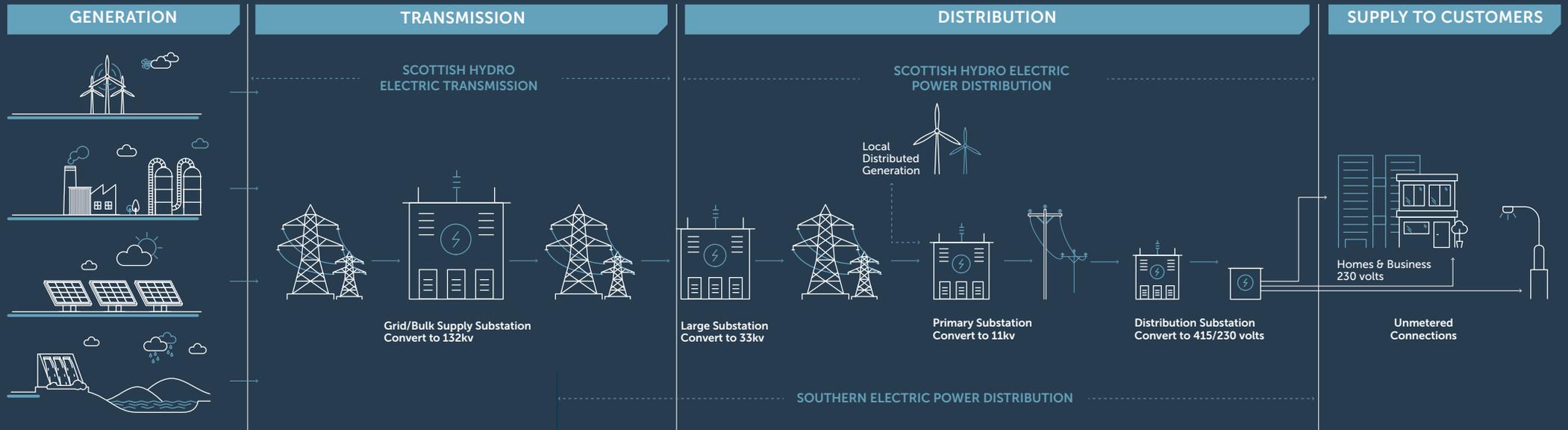
SEPD

3,127,424 customers'

homes and businesses served

78,703km

of overhead lines and underground cables





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The price base for all monetary values is 2012/13



MANAGING DIRECTOR'S MESSAGE

There can be no doubting that in the last year the pace and rate of change and the challenges facing many has continued to grow with increasing volatility in the factors that affect everyday lives, including, of course, the wider energy landscape. In such times, the stability and efficacy of electricity networks remains an important constant.

This report summarises the performance of our two electricity distribution networks: Scottish Hydro Electric Power Distribution plc and Southern Electric Power Distribution plc against the delivery of our RIIO-ED1 Business Plan.

It is close to a decade since we submitted that business plan, and in that time, we have seen a number of challenges and developments which could never have been envisaged at the time of writing our plan. 2021/22 was no different in terms of unexpected challenges, from supply market issues, through to an emerging cost of living crisis to an unprecedented set of winter storms. Throughout these challenges, we have remained committed to delivering for our customers and are proud of what we have achieved in RIIO-ED1 to date.

I am pleased that with one year of the price control period remaining, we have already delivered, or are on track to deliver, 90% of our Business Plan commitments and are continuing to drive tangible improvements for our customers.

Over the year we had 307 'safe days' and a Total Recordable Incident Rate (TRIR) of 0.20%. Safety remains the upmost priority for all our customers and our workforce and we are striving to make every day a 'safe day' for our staff, contractors and customers.

We are particularly proud of our performance in managing the impact of seven named storms, across the winter period. In particular, Storm Arwen was a once in a generation weather event which caused extensive damage to our network, affecting 135,000 (over 15%) of our customers in the SHEPD area. A 950-strong team worked in very difficult conditions to restore power as quickly as possible, and dealt with over 1,000 points of damage on our overhead line networks.

Despite a difficult winter, 2021/22 saw our lowest customer interruption numbers for both networks. This continues the trend of our customers experiencing fewer and fewer interruptions over the course of the RIIO-ED1 price control with numbers of interruptions down 11% in SEPD and 19% in SHEPD compared to the start of RIIO-ED1.

In 2021/22, we invested £300m in our network to improve resilience, help facilitate Net Zero and drive economic growth in our regions. Alongside investment, we continue to expand our Distribution System Operation functions, contracting an additional 358.8MW of flexibility and dispatching 4.6GWh of flexibility in 2021/22. We are continuing to make investments in data and IT to expand our operational toolkit to manage the system more actively as we move towards the future state smart energy network.

In the wake of increasing energy bills and the difficulties seen in the retail sector, we've stepped up our support to vulnerable customers. This includes adapting our vulnerability programmes and re-focusing all relevant activity to provide a comprehensive suite of responses that customers can access to help alleviate the impacts of the rising cost of living. Important partnerships with Citizens Advice Scotland and the Centre for Sustainable Energy enable this for our customers most in need. In 2021/22, this allowed us to provide fuel poverty and energy efficiency support to over 8,700 households through our portfolio of referral networks and outreach partnerships; a 130% increase on last year.

We continue to perform well under customer satisfaction with a score of 8.70. We continue to invest in our people to ensure that our customers receive the best possible service. In 2021/22, we were awarded the prestigious Training Mark accreditation from the Institute of Customer Service making SSEN only one of 27 companies in the UK to hold this accreditation.

We aren't resting on our laurels; we are excited about the challenge of continuing to facilitate Net Zero and what that means for our business and network over the coming years. We recognise there is much to do to bring the energy transition to life in an efficient way for our customers and so we have challenged ourselves strongly in our business plan for the next price control, RIIO-ED2, to go further in meeting our purpose of 'Powering communities to thrive today and create a Net Zero tomorrow'. This ambitious, stakeholder-led plan sets the vision for the next five years enabling us to deliver for all our customers at the most efficient cost and we look forward to making that a reality.

CHRIS BURCHELL
MANAGING DIRECTOR
SSEN





SCOTTISH HYDRO ELECTRIC POWER DISTRIBUTION (SHEPD)

Performance Snapshot 2021/22



Our Network

788,261 customers

served across our regions

49,471km

is the combined network length of overhead lines and cables (including subsea)



Customer Satisfaction

9.09/10 Overall Broad Measure of Customer Satisfaction score

Zero Penalties

under the penalty only Incentive on Connections Engagement (ICE) Scheme

5.88/10 Stakeholder Engagement and Consumer Vulnerability Score
Second place DNO group



Environmental Impact

46,532 (tCO₂e)

Total Business Carbon Footprint (excl. losses)



Finance

£216.16m

Total 2021/22 Expenditure
Expenditure was 135%
of our allowance

£121.70

Unrestricted Domestic
Tariff Charge
Excl. domestic customer rebate



Reliability

Average number of interruptions per 100 customers per year

51.63

Customer Interruptions
excluding exceptional events

90.23

Customer Interruptions
including exceptional events e.g. extreme weather

Average number of minutes a customer is off supply

48.24 mins

Customer Minutes Lost
excluding exceptional events

512.95 mins

Customer Minutes Lost
including exceptional events e.g. extreme weather



Connections

Time to quote a connection offer

3.94 days

Single Connections
average no. of working days to provide an offer

5.41 days

2-4 Connections
average no. of working days to provide an offer

Time to connect following acceptance of a connection offer

22.72 days

Single Connections
average no. of working days following acceptance

26.65 days

2-4 Connections
average no. of working days following acceptance



Innovation

SUBsense

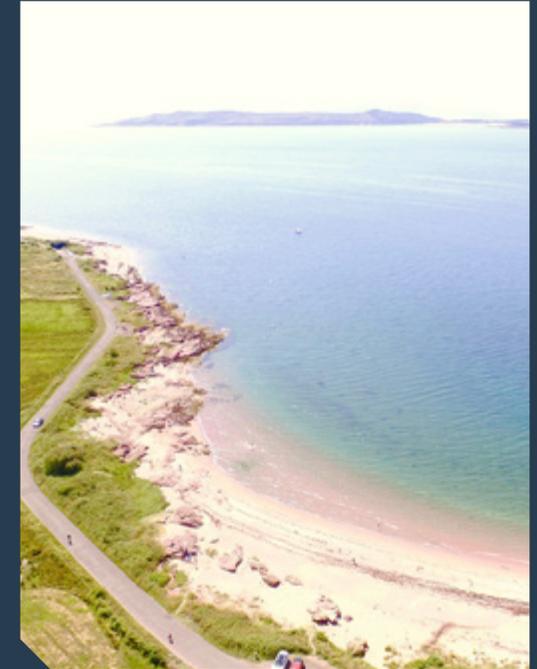
We continue to test, trial and incubate ideas through innovation which can improve our business performance for customers. In SHEPD, we are unique among DNOs in having a number of subsea cables connecting 59 Scottish Islands to the GB Electricity Network.

Through our SUBsense innovation project we are using distributed Acoustic Sensing (DAS) on several new subsea cables. We are trialling how we can use this acoustic sensing to build a visual picture of our subsea cables.

These visual images can be used by our engineers to understand the condition of the cable, allowing early detection of mechanical wear and tear.

Crucially, it will allow us to do this at lower cost and allow earlier identification of issues to reduce the risk of faults on the cable and subsequent disruption to supply on Scottish Islands.

For more information: subsense.co.uk/



Safety

In November 2021, Storm Arwen brought significant disruption to our SHEPD network. Despite working in arduous conditions, our 950-strong team completed all repairs without a single reportable injury. This is testament to the strong safety culture in SSE.

If it's not safe we don't do it.





SOUTHERN ELECTRIC POWER DISTRIBUTION (SEPD)

Performance Snapshot 2021/22



Our Network

3,127,424 customers

served across our regions

78,703km

is the combined network length of overhead, underground (including submarine) cables and lines



Customer Satisfaction

8.31/10

Overall Broad Measure of Customer Satisfaction score

Zero Penalties

under the penalty only Incentive on Connections Engagement (ICE) Scheme

5.88/10 Stakeholder Engagement and Consumer Vulnerability Score

Second place DNO group



Environmental Impact

32,975 (tCO₂e)

Total Business Carbon Footprint (excl. losses)



Finance

£287.22m

Total 2021/22 Expenditure
Expenditure was 102% of our allowance

£71.58

Unrestricted Domestic
Tariff Charge
Excl. domestic customer rebate



Reliability

Average number of interruptions per 100 customers per year

41.10

Customer Interruptions
excluding exceptional events

54.42

Customer Interruptions

including exceptional events e.g. extreme weather

Average number of minutes a customer is off supply

39.16 mins

Customer Minutes Lost
excluding exceptional events

113.65 mins

Customer Minutes Lost

including exceptional events e.g. extreme weather



Connections

Time to quote a connection offer

3.99 days

Single Connections

average no. of working days to provide an offer

9.47 days

2-4 Connections

average no. of working days to provide an offer

Time to connect following acceptance of a connection offer

41.42 days

Single Connections

average no. of working days following acceptance

55.21 days

2-4 Connections

average no. of working days following acceptance



Innovation

Preparing for the Future

In SEPD, we have seen a rapid uptake of low carbon technologies on our network which is requiring us to manage the network more actively. Our Future Control Room project is assessing how the more active management of the network will impact our control room and how we simulate that environment to help upskill our staff and equip them to run tomorrow's networks.

In addition, we are rolling our learning from our successful LEO project, particularly around how to get greater participation in local flexibility markets to help reduce the cost of meeting demand and generation increases on our network.



Safety

Think Before you Dig

In 2021/22, we continued to promote our **Think Before You Dig** campaign, targeting the Springtime and Easter Bank Holiday which are traditionally busy times for outdoor activities and garden work.

The simple message encourages people to take time to find out where electricity cables are before their outdoor DIY and gardening projects as striking electricity cables can have potentially serious and fatal consequences.





OUR 12 CORE COMMITMENTS

We have maintained the same principals to reporting on performance against our 12 core commitments established three years ago through engagement sessions with customers and our Stakeholder Advisory Panel.



1. RELIABILITY

- We will reduce the number of unplanned supply interruptions by 5% and their duration by a quarter.
- We will reduce the small number of customers who suffer more than three unplanned supply interruptions per year by 30%.



2. SOCIAL OBLIGATIONS

- We will ensure our Priority Services Register customers have the appropriate support for their needs during supply interruptions.
- We will develop new strategies to support customers with communication difficulties in all customer facing information and processes.



3. SAFETY

- We will engage across the community to help keep people who are at risk of inadvertently coming into contact with our equipment safe.
- Having the best safety record in the industry won't make us complacent. We will keep looking for new ways to keep you safe around our equipment.



4. ENVIRONMENT

- We will work more sustainably to reduce our Business Carbon Footprint and the impact of our assets on the environment.
- We will use new sources of data to create better models that allow us to analyse and track electricity losses and target loss reduction.



5. CONNECTIONS

- We will reduce the average number of working days to provide a connection offer and a connection after acceptance by 10%.
- We will facilitate an open and competitive market by improving the connections information that is publicly available.



6. CUSTOMER SATISFACTION

- We will maintain ongoing dialogues with all customers who request regular updates on what we are doing.
- We will seek customer views on service, connections, reinforcement and reliability, working with communities around safety and awareness across our network.





COMMITMENTS SUMMARY

This page sets out a summary of our performance against our commitments for RIIO-ED1 so far. We continue to progress our commitments and note that we are On Target or better on 101 of our 110 commitments and will be working to improve our position on those currently Below Target in the last year of RIIO-ED1.

Category	Total Commitments	Below Target	On Target	Ahead of Target	Complete	Overall Status Against Plan
 RELIABILITY	27	5	16	1	5	★★★☆☆
 SOCIAL OBLIGATIONS	23	1	9	3	10	★★★★☆
 SAFETY	12	1	8	1	2	★★★☆☆
 ENVIRONMENT	11	2	6	2	1	★★★☆☆
 CONNECTIONS	15	1	10	0	4	★★★☆☆
 CUSTOMER SATISFACTION	22	0	10	2	10	★★★★☆
Total	110	10	59	9	32	★★★☆☆



Complete



Ahead of Target



On Target



Below Target



1: RELIABILITY

Ensuring a Reliable Supply of Electricity

Maintaining a secure and reliable supply of electricity for our customers is our primary purpose as a network operator. We also know that this is what our customers want and expect from us. The winter storms of 2021/22 were an enormous challenge for our network and for our staff. Storm Arwen in particular caused over 1,000 points of damage to the SHEPD network that caused significant disruption to customers' supplies of electricity.

We have learned lessons from Storm Arwen and had already implemented a number of measures by the time Storm Eunice hit SEPD. While Storms like Arwen and Eunice are classed as Exceptional Events and are not counted for annual reporting purposes, in coming years we are likely to face an increased number of weather events that will be reflected in our CI/CML figures. We will continue to increase the resilience of our

network by ensuring that assets are maintained and replaced as needed, investing in new technologies to limit the effect of faults and using developments from our innovation portfolio; for example, our Low Voltage-Underground Fault Location Technologies innovation project which closed in 2021, is now being rolled out across both businesses to help reduce the length of fault interruptions. Our purpose is to power communities to thrive today and create a Net Zero tomorrow.

KEY HIGHLIGHTS



Reducing Outages

In 2021/22, when carrying out routine maintenance, Live Line working was used **1,534** times and generators were used **3,960** times in order to reduce the number of planned outages that affect inconvenience our customers.



Using Innovation to Improve our Service

The Low Voltage-Underground Fault Location Technologies (LV-UFLT) project investigated ways of improving the accuracy of low voltage fault location techniques in order to reduce repair times and shorten the length of outages. Due to the success of the project, the devices that have been developed are now being rolled out across the business and will deliver tangible benefits for our customers.

Reliability Performance

Customer Interruptions

CIs excluding exceptional events



Customer Minutes Lost

CMLs excluding exceptional events



1: RELIABILITY

CORE COMMITMENT



We will reduce the number of unplanned supply interruptions by 5% and their duration by a quarter.

Delivering a reliable supply of electricity to our customers is our primary purpose as a distribution company. In 2021/22, both networks delivered the best Customer Interruptions performance of RIIO-ED1.

The CIs for SEPD were 31% lower than when our RIIO-ED1 business plan was submitted in 2012/13, while SHEPD was 18% lower – with both licensees meeting our commitment.

Significant investment in the network since 2019 has allowed SEPD to deliver year on year improvements in Customer Minutes Lost, meaning that when our customers do experience faults the interruptions are shorter. This year SEPD was 33% lower than in 2012/13. Due to the unique challenges of our SHEPD network, which serves some of the most remote communities in Great Britain, it has been harder to deliver the CML reductions we had aimed for.

SHEPD reduced its CMLs by 3% in the last year. We are continuing to undertake the following to help close the gap on this aspect of the commitment before the end of RIIO-ED1:

- Investing heavily in replacing ageing assets to ensure our network is healthy.
- Investing £1.2m in network resilience on the back of Storm Arwen. This will include enhancements to system potentially including more interconnection, switching and segmentation informed by additional survey and independent engineering study. The focus of investments will be on areas of 33kV network in SHEPD which were hardest hit by Storm Arwen.
- Deploying more technology such as automatic reclosers to restore the network quickly where possible.
- Continued roll out of successful innovation to develop products. For example, the Low Voltage-Underground Fault Location Technologies project has developed products that can pinpoint the location of underground faults, leading to speedier repair times and less inconvenience for our customers.





1: RELIABILITY

CORE COMMITMENT



We will reduce the small number of customers that suffer more than 3 unplanned supply interruptions per year by 30%.

Customers who suffer at least three unplanned interruptions during a 12 month period are recognised as Worst Served Customers by Ofgem.

As shown in the table below, compared to the start of RIIO-ED1, 2021/22 saw a 59% reduction in Worst Served Customers in SHEPD and 49% in SEPD – well ahead of our 30% commitment.

However, we recognise that in both SHEPD and SEPD, while still considerably ahead of our commitment, performance has fallen back marginally compared to last year. This has been due to the seven named storm events that impacted our network towards the end of 2021/22. We are confident that with the investments we are making, the number of Worst Served Customers will continue to fall for the remainder of RIIO-ED1.

Year	SHEPD		SEPD	
	Number of WSC	% Reduction compared to 2015/16	Number of WSC	% Reduction compared to 2015/16
2015/16	26,899	-	8,910	-
2016/17	19,429	28%	2,990	66%
2017/18	9,555	64%	2,194	75%
2018/19	9,551	64%	4,267	52%
2019/20	8,358	69%	2,151	76%
2020/21	9,012	66%	2,158	76%
2021/22	11,029	59%	4,533	49%



1: RELIABILITY



We will fund any incremental increases in Transmission Connection Point Charges (TCPC) during RIIO-ED1.

There has not been the anticipated level of demand for connecting Distributed Generation, therefore we do not expect to spend the full allowance of £56.6m for TCPC by the end of the RIIO-ED1 period. Any monies not required will be returned to customers through the relevant Load Related mechanisms or the Totex Incentive Mechanism.



We will replace 303km of consac cable at an average cost of £5.8m per year (£46.4m total).

Up to the end of 2021/22 we have removed 175.71km of consac cable on our network at a cost of £18m.



We will replace 2,528 6.6/11kV Pole Mounted Switchgear assets (average 316 per year). This is out of an asset register count of 14,783.

The overall commitment to replace 2,528 Pole Mounted Switchgear assets, 710 of which are handle operated has been completed.



To improve service to 3,400 (approx.) of the worst served customers in the SHEPD area we will invest £26 million in 4 points of the network:

- Pollachar (Barra)
- Sanday (Orkney)
- Islay (Mull)
- Kinloch (Mull)

Two schemes, Pollachar on Barra and Sanday on Orkney, have been completed. The Islay scheme commenced in March 2021 and is scheduled to be complete by March 2023. Kinloch is due to be completed within the first couple of years of RIIO-ED2.



We propose to create additional Grid Supply Points (GSP) at 3 locations in the network in the SHEPD area:

- Gills Bay (Caithness)
- Aberlour (Morayshire)
- Rothienorman (Aberdeenshire)

As contracted generation projects that were triggering the need for GSPs at Gills Bay and Aberlour has been terminated, the construction of these GSPs has been cancelled.

Transmission works for Rothienorman GSP were completed in 2021 and the 33kV distribution switchboard was energised in late June 2021.



We will invest £463m in maintaining or improving the overall capacity of our Networks: SEPD – £319m; SHEPD – £144m.

We continue to improve the overall capacity of our Network where there is a clear need. Ongoing investment programmes are in place to meet our commitment of maintaining and improving capacity across our Networks. Up to the end of 2021/22, we have spent £201.3m. We use the Load and Constraint Managed Zones (LMZ & CMZ) to help reduce the cost of improving the overall capacity of our networks. We are also improving the network data and using smart meters to understand where investment is needed. Any monies not required will be returned to customers through the relevant Load Related mechanisms or the Totex Incentive Mechanism.





1: RELIABILITY



We will invest £1,676m to avoid deterioration of the existing level of network condition: SEPD – £1,183m; SHEPD – £493m.

We continue investment in the replacement, refurbishment and maintenance of the networks, maintaining the health and criticality of the assets at the required level. Total investment so far in RIIO-ED1 is £1,503m.



Compensation payments will be automatically paid to customers registered on the Priority Service Register (PSR) from April 1st 2015 and will be rolled out to all customers at a later date. We will ensure customers are better informed about their entitlement to compensation.

Guaranteed Standards compensation payments are now automated for all customers not just those on the Priority Service Register since May 2015. As soon as a Guaranteed Standard failure happens we proactively make payments to all affected customers.



We will invest £56m to reduce the risk of disruption from exceptional events such as flooding or extreme weather: SEPD – £40m; SHEPD – £16m.

Current spend to date for RIIO-ED1 amounts to £52.10m, including investment in flood mitigation, black start capability, and overhead line clearances. For the sites that were identified as requiring it, all flood mitigation works have been completed, black start resilience is scheduled to be completed by the end of RIIO-ED1 as is the work to ensure all overhead line clearances are within statutory limits.



We will continue to develop other opportunities for improvements through our innovation programme.

Throughout RIIO-ED1 we have continued to demonstrate our strong innovation performance. From Network Innovation Allowance funding to date in RIIO-ED1 we have spent £19.7m on 56 projects. These cover a broad range of areas from exploring barriers faced by disabled drivers when switching to electric vehicles in the Equal EV project, developing a whole system planning tool in collaboration with Dundee City Council to support the development of local areas energy strategies in the Whole System Growth Scenario Modelling Phase 2 RESOP project, and the Low Voltage-Underground Fault Location Technologies project which closed in 2020/21 is now moving into business as usual activities which will allow faults to be located and repaired more quickly, improving the service we provide to our customers.

From Network Innovation Competition funding we have spent £9.5m on two projects RaaS and TRANSITION which seek to improve network resilience for remote communities and to facilitate the transition to a Net Zero society. Overall we have delivered over £80m of benefits to customers in this price control.



1: RELIABILITY



We will invest £2.93m to link 2 radial circuits (Aultbea and Lochinver) with other circuits to provide security of supply to an estimated 4,200 customers.

The Aultbea-Ullapool project is the execution phase and we are due to complete the scheme within RIIO-ED1. The proposed costs for Lochinver were greater than anticipated and we had concerns over the value to consumers on the Lochinver project. However a further review to look at a more cost-effective design has identified a more innovative way to carry the project out with completion in RIIO-ED2.



We will invest £9.49m to upgrade and integrate the network in 8 locations in the SHEPD area:

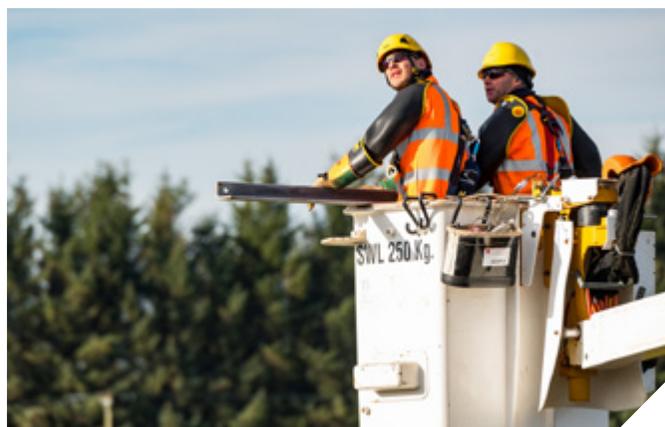
- Alness / Fyrish GSP at a cost of £0.85m
- Cairnford GSP (Clashindarroch) at a cost of £0.75m
- Dunbeath GSP at a cost of £0.4m
- Finstown GSP (Orkney) at a cost of £5.1m
- Grudie Bridge GSP at a cost of £0.75m
- Mybster 2 at a cost of £0.12m
- Rannoch GSP at a cost of £0.85m
- Stornoway GSP at a cost of £0.67m.

The requirements for these works were based on forecast load and generation, we have seen this materialise at Grudie Bridge, Mybster and Rannoch GSPs and these works have been completed. Fyrish, Dunbeath, Cairnford, Stornoway and Finstown are no longer required due to fewer generation customers progressing with their connections.



As part of the Shetland Integrated Plan we propose to replace Lerwick Power Station (LPS) and Sullom Voe Terminal (SVT) and ensure capability to meet all Shetland demand.

We have developed our plan for Shetland and the replacement of Lerwick Power Station. Following engagement with Ofgem and stakeholders on Shetland, this is no longer a distribution solution. The Shetland HVDC transmission system including the mainland link is expected to enter operation in 2024. In March 2021, Ofgem provisionally accepted SHEPD's recommendation for continued use of Lerwick Power Station (LPS) for standby generation during outages of the HVDC system in conjunction with the procurement of blackout avoidance equipment or services. A tender exercise to procure blackout avoidance arrangements is nearing completion and a contract is due to be awarded before the end of RIIO-ED1.



We will restore supplies more quickly when faults occur through a combination of automatic switching to immediately restore as much network as possible and improving site response, assisted by technologies that will help locate and direct staff. This will include the use of Bidyongs to help with fault identification.

Since 2018 our automation programme has had a positive impact on 1.9m customers in SSEN (400k SHEPD and 1.5m in SEPD). We continue to see the benefits of this investment with faster switching for both planned and unplanned events. The introduction of APRS (Automatic Power Restoration Schemes), Bidyongs and Low Voltage monitoring have further increased restoration speeds for customers, reducing the impact of the customers directly affected and allowing the network to be returned to normal in an efficient manner.



1: RELIABILITY



We will invest £9.93m to improve or replace rising mains.

Since the submission of the business plan we have developed a strategy for an enduring inspections programme and estimated interventions required. So far in RIIO-ED1 we have spent £2.59m. For the remainder of the price control we propose to complete inspections, and any necessary repair/interventions, for the highest risk properties.



We will invest £5.3m to replace legacy 2, 2.7 and 3kV networks.

We have removed legacy assets from 89 substations and 20.4km of legacy cable since the start of RIIO-ED1. We are targeting the removal of a further 11 substations and 4.6km of cable by the end of the price control.



We will invest £41.78m to replace 112km of submarine cables.

The final allowance agreed by Ofgem was £36.9m to proactively replace 85.1km of subsea cable. So far in RIIO-ED1 we have proactively replaced 69.56km of subsea cables for £56.27m. We also plan to deliver another 21.38km in the 2022/23 financial year bringing our total to 90.94km, exceeding our RIIO-ED1 target.

In addition to the proactive replacement volumes, so far we have also replaced 75.64km of subsea cable as a result of faults.

In 2019 we were awarded additional funding to protect the cables we replaced. The costs above include this additional funding.



We will minimise the level of planned supply interruptions through mobile generation and live working where it is safe to do so.

In order to minimise disruption from maintenance work on our networks, SSEN employ Live Line Working and the use of generators to avoid the need for a planned supply interruption. The use of these techniques is assessed on a case by case basis, where it is technically feasible and safe to do so. Live Line Working was employed 1,646 times in 2021/22 across both networks. It has been used 13,245 times over the course of RIIO-ED1 to date. Temporary generation was used in 3,928 times in 2021/22. The total number of deployments in RIIO-ED1 so far is 23,505. By doing this we can provide a better service for our customers whilst ensuring our network is operating as well as possible.



We will be compliant with G91 and Black Start Resilience. This will involve an investment of £6.525m.

In SHEPD we will have completed all work required to be compliant with G91 and Black Start Resilience requirements. In SPED this work is ongoing and is scheduled to be complete by the end of March 2023.

To date we have spent £4.59m upgrading 571 sites.



We will re-site two SEPD primary substations for flood mitigation purposes at a cost of £2m (Aldershot and Melksham).

Following further risk analysis, it was determined that it was no longer necessary to relocate both Aldershot and Melksham substations and instead we have undertaken flood mitigation work at both sites at a cost of £7.4m to date. The work at Melksham is ongoing and will be completed in 2022/23. In addition, we have relocated the Osney substation to mitigate the risk of it being flooded. This was completed in 2020/21.





1: RELIABILITY



We will invest £20.54m in flood mitigation works:

- SEPD – £19.79m
- SHEPD – £0.75m.

Up to the end of 2021/22, we have spent £14.09m (SHEPD – £0.84m, SEPD – £13.25m) to help mitigate risk.



We will continue the overhead line resilience plan which was started in DPCR5.

To date we have spent £106m on our overhead line resilience plan, which commenced in DPCR5 and concluded in 2016/17. The bulk of the activity involved tree cutting operations beyond minimum safety requirements, and included clearing around 280,000 spans along our network.



We will remove 21km of oil filled cable from the SHEPD area and replace with non pressurised cable at an investment of £3.9m.

To date, we have replaced 14.78km of 33kV oil filled cable in the SHEPD operating area, at a cost of £2.52m. A further 5.8km is planned for the remainder of RIIO-ED1.



We will use Network Innovation Allowance (NIA) to trial high risk when assessing innovation.

The use of innovation funding allows us to develop technologies that can bring benefits to our customers but which are unproven or at an early stage of development and would be too risky to invest in as part of normal business. Innovation funding means that we can develop new tools, skills and knowledge to improve the service we provide. The Smart Hammer project is developing a tool that can give an objective assessment of the health of wood poles, ultimately improving the health of our network and leading to fewer faults. The SKYLINE project looked at setting up a central database showing installations of EV charge points so that we could understand the demands on our networks and invest in the right place at the right time to ensure that we can support the move to Net Zero. The Future Control Room Project investigated the potential requirements, high-level architecture, and business impact of the future DNO control room. As managing our network becomes more complicated and may embody Distribution System Operator functions, this project will inform decisions in control room investment. These projects all have the potential to benefit customers, but none would have been started without innovation funding.



Where we need to do some maintenance, we'll give you at least 7 days' notice of a planned power cut and will keep you updated at every stage.

We are very aware that with increased home working following the COVID-19 pandemic there is the potential for Planned Service Interruptions to be more disruptive than before. Our planning teams try to ensure that the minimum number of customers are interrupted on each outage, and to contact customers before a PSI to discuss the reasons for the outage and give advice on personal resilience planning.

In SHEPD in 2021/22 we have provided 7 days' notice or more to customers where there is a planned interruption to supply 98.2% of the time, which is an increase on 2020/21 and we continue to improve on this performance. In SEPD we continue with the effective measure of hand delivering letters to addresses that are affected, in order to provide the 7 days' notice. In both instances we text our customers to let them know the job is complete and to contact us if they have any queries.





2: SOCIAL OBLIGATIONS

Supporting our Customers in Vulnerable Situations

The combined impact of the cost of living crisis, along with a number of supplier failures in 2021/22, means that our Social Obligations as a DNO have never been more important.

When addressing Consumer Vulnerability our four key priorities in RII0-ED1 are to **Expand our Fuel Poverty and Energy Efficiency Services; Widen our Partnership Network and Collaborative Activities; Drive Forward Priority Services Register Provision and Promotion;** and **Ensure our Services are Inclusive now and in the Future.**

In 2021/22 we focused on and delivered improvements in two key areas:

Increasing support to fuel poor households and closing the gaps in our Priority Services registrations: We increased the number of eligible households registered on our Priority Services Register and are pursuing deliberate tactical plans to promote the service to those 'harder to reach' customers by, for example, working with the Hindu Council UK to promote the PSR in Hindu temples during Diwali with appropriately translated materials.

Broadening communication of energy efficiency services: Improved partnership collaboration has helped us to support more customers in increasing their energy efficiency, reaching 131% more homes that we did last year.

Our efforts were recognised through winning Utility Week's Customer Vulnerability Award. This was for the extensive work we had undertaken supporting through the Home and Well project.

KEY HIGHLIGHTS



First DNO to launch an interactive energy efficiency tool.



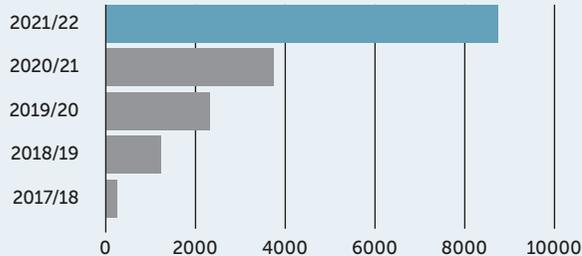
BSI achieved for 7th year

British Standard for Inclusive Service Provision awarded for the 7th consecutive year

Tackling fuel poverty



8762 households supported with fuel poverty and energy efficiency advice. **131%** increase on 2020/21.



71.3% of eligible households, over 767,000, registered on our Priority Services Register. Up from 68.5% in 2020/21.



Introduced in March 2021, our CSE Energy Advisor initiative provides specialist energy efficiency advice regarding access to grants such as Warm Home Discount.



2: SOCIAL OBLIGATIONS

CORE COMMITMENT



We will ensure our Priority Services Register customers have the appropriate support for their needs during supply interruptions.

Our Priority Services Register (PSR) team continue to provide support to our customer contact centres and regions during faults and planned power cuts. In June 2021, we set up a second Priority Services team based in Portsmouth to increase proactive communication with customers on our PSR during a fault to provide additional support, updates and advice 24 hours a day, 365 days a year.

Winter 2021/22 saw an unprecedented storm season with seven named storms impacting our network and putting our storm processes to the test. Following Storm Arwen in November 2021, we undertook a programme of swift engagement, which helped us adapt and improve our response during the subsequent six named storms in what was an exceptional winter. Using the feedback from our customers, including insight from PSR and hard-to-reach segments, and resilience partners, we made changes to our storm response. These changes include:

- Improving restoration communications – a new strategy for communicating restoration times which was successfully tested during storms Corrie and Malik.

- Prioritising analogue communications – a new radio brief for local radio to cover our restoration and welfare information as a public service broadcast. We also produced a co-branded leaflet template for local authorities to use.
- Enhance welfare provision – we improved our sector-leading welfare provision with more food vans, early assistance with food/accommodation costs and an agile resilience partner approach to ensure no community was left behind.

Following the storms, we have continued to work with our resilience partners to share learnings, best practice and identify further improvements in how we respond to emergency situations and support customers in vulnerable situations. Our Resilient Communities Fund was launched in February for SHEPD and March for SEPD with an enhanced pot of £1m per licence area to provide additional support for projects focussing on community resilience and supporting those in vulnerable situations.

In response to the emerging cost of living crisis across 2021-22, we worked with new and existing partners to increase the fuel poverty and energy efficiency support we provide to our customers, increasing the number of households supported to keep warm by 131.1% on last year.

Priority services – we offer extra help for those who need it (ssen.co.uk/PriorityServices/).





2: SOCIAL OBLIGATIONS

CORE COMMITMENT



We will develop new strategies to support customers with communication difficulties in all customer facing information and processes.

Supporting customers with communication difficulties remains a key priority for SSEN. As communication channels and methods evolve, we continue to focus on how this impacts our customers who may be less able to evolve with them. We apply a simple principle to everything we do: “No customer gets left behind”.

Throughout RIIO-ED1, we’ve continued to develop our communication methods to be inclusive and accessible, embedding best practice throughout the entire organisation on how best to communicate in a fair and inclusive way.

To date, we have adopted the following practices as standard:

- We put all of our customer facing information through the Plain English Campaign’s accreditation to ensure that it is straightforward and jargon free
- All video content on our website and our social media channels includes subtitles and we have separate videos to explain specific content to make it easier to understand

- Our website is equipped with accessibility toolbar ReciteMe which allows customers to adapt all our website content in ways to suit their requirements such as: translation into over 100 languages with 33 read aloud, change in font type and size, change colours and magnify content, read content aloud or save as an MP3 to listen later
- EasyRead – PSR information is now available on our website and in print, helping people with low literacy, dementia, learning disabilities and people who don’t read English easily
- We have adopted a Messenger Web Chat for customers who are deaf, hard of hearing or unable to use telephone based services
- Expanded translation services as well as XL Braille for Braille users.

During 2021-22 we have further enhanced our communications for customers with hearing loss through the introduction of a video relay tool. Working in conjunction with Deaf Scotland, Dundee Deaf Links and Contact Scotland we investigated a number of options, with the contactscotland-bsl.org platform being chosen for use. We are the first DNO to offer video relay for customers reporting power cuts.





2: SOCIAL OBLIGATIONS



We will store vulnerability packs containing fresh water, blankets, food and torches in our depots.

We have been storing vulnerability packs in our depots since 2015/16. These packs contain: wind up torches, hand warmers, foil blankets and glowsticks.

The packs do not contain perishable items such as food and water as we now use Customer and Community Welfare vans to provide support, allowing us to deliver hot water, hot food, and other required items. In SHEPD we use externally contracted welfare and catering vans to provide the same support. In SEPD we have also entered into arrangements with Just Eat to enhance our support offering.

In SHEPD we seek more support from local businesses as the communities are more rural and due to the geography having our own welfare vans or using Just Eat would not be effective. Using external catering vans provides a more effective solution whilst also supporting local businesses.



All customer facing staff will receive training in identifying and supporting vulnerable customers.

Through RIIO-ED1, all our customer facing teams have undertaken several training opportunities to enhance both the identification and support of vulnerable customers.

Our induction training includes a focus on identifying and supporting vulnerable customers, and e-learning modules are also run annually to refresh the knowledge of our people.

Furthermore, we have worked with partners to provide specialist training to our contact centre teams, for example, we worked with Dementia UK to put our teams through a simulation which brings to life the impact of dementia on a person and how that may impact them in a power cut.





2: SOCIAL OBLIGATIONS



We will actively seek and investigate new ideas for benefits and support from staff through mechanisms such as 'Great Place to Work' survey. We will continue to offer a comprehensive benefits package to our employees.

SSE's employee voice strategy is underpinned by the annual Great Place to Work survey; an annual all employee survey that typically reaches 8 in 10 of SSE colleagues. The feedback and data provided by colleagues in this forum helps to inform employee action plans and activities designed to enhance and improve the employee experience within SSE. With questions spanning multiple categories, including strategy, leadership, management, safety, wellbeing, inclusion and communication, SSE can ensure that the actions implemented are influenced by employee sentiment. This has helped to support recent changes such as SSE's response to the recent pandemic, whilst steering SSE's flexible approach to working.



We will continue to train new people to meet identified skill gaps through dedicated development programmes and offer permanent employment opportunities following successful completion.

We maintain an annual and enduring workforce renewal programme to recruit the skills we need to support the network and future developments within the industry. To date, we have successfully recruited 256 apprentices to complete craft roles such as linesman, jointers and fitters. To support project management and engineering aspects of our work, we have recruited and trained 203 engineers, which includes graduates from university. To recognise the changing requirements of the network and the risks we face, we were the first DNO to recruit 3 cyber security apprentices in 2017. We continue to expand our learning programmes to support our changing business needs. This year we have expanded into a level 4 Electrical Power Networks Engineering apprenticeship to enhance and increase our engineering pipelines. In addition, we continue to expand our digital skill solutions after a successful trial and we now offer IT Degree Apprenticeships, Data Scientist, Data Analyst and Information Manager apprenticeships.



We will carry out further engagement with businesses to build local supply chains.

Where there is a local geographic specific supply chain requirement associated with either SEPD or SHEPD activity, we develop a strategy to ensure the opportunities are shared with the local supply chain and that the approach supports them to bid effectively.

Examples of how this can be achieved include:

- Undertaking supply chain pre-engagement such as 'meet the buyer' events to clearly share our requirements and encourage local suppliers to participate.
- Incorporating local content in our contract award criteria hence placing a greater weighting on this than other elements such as financial turnover that the organisation must demonstrate.
- Engaging with all sizes and types of suppliers through our supply chain such as stakeholders enhanced engagement programme, aimed at gathering direct supplier insights to inform our strategy.



2: SOCIAL OBLIGATIONS

★★★★★

We will continue to work towards our Responsible Procurement Charter and will monitor all business areas' performance in complying with our obligations under the Prompt Payment Code.

We adhere to our Responsible Procurement Charter which is designed to ensure business is conducted ethically, sustainably and within the law. We expect our suppliers to meet the Charter's principle and encourage same of their supply chains. This means at a minimum complying with local laws and regulations and respecting internationally recognised human and labour rights, however the values of fairness and respect are equally important.

We have voluntarily signed up to the Prompt Payment Code (PPC) which asks for 95% of all supply chain invoices to be paid within 60 days. During the 2021/22 financial year, SHEPD and SEPD both paid an average of 97.5% of all invoices within 60 days.



★★★☆☆

We will continue to offer employees opportunities to share their skills with local communities, with an annual target to increase participation in our Community at Heart scheme from 39% (2012/13) to at least 60%.

COVID-19 restrictions paused SSE's approach to employee volunteering for 2 years. The programme was renamed 'Be The Difference', and it enabled each SSE colleague to devote one fully paid workday each year to volunteering for an organisation or group meaningful to them. This is further enhanced with a Matched Funding approach that tops up the fund-raising efforts of colleagues for charities and organisations that they themselves have supported. These were hugely popular and widely used schemes prior to the pandemic pause. SSE is in the process of refreshing these programmes as part of a wider employee engagement approach, though this won't be launched until 2023. We will restart SSE Volunteering and Matched Funding later this year to once again offer a volunteering day and matched funding options to the wider community. SSE's Give as You Earn programme continued to run throughout the pandemic, giving colleagues the option to make a regular donation, directly through payroll, to a charity or cause meaningful to them.

★★★★☆

We will use multi-agency response as our 'business as usual' way of working for priority customers and continue to improve the support we offer to customers at times of 'crisis' by implementing the findings of our research. We will seek feedback from customers on our performance in supporting priority customers, particularly during 'crisis' situations such as extreme weather events, and ensure lessons learned from feedback are implemented.

Our Regional Customer Relationship Managers continue to work closely with Emergency Planning Officers and Local Resilience Forums/Partners, a relationship that proved essential during the storms which impacted our networks in winter 2021/22. Throughout the winter, we worked with agencies across our networks to ensure we learned from each storm and implemented improvements to support our customers. This included expanding our 'Warn & Inform' process to include additional information on what support we would require from partners ahead of the weather event and what additional steps we were taking. We also looked at how we approach 'isolated' events, including non-weather related faults which could impact customer supplies for longer periods, to ensure we kept relevant agencies informed and had clear channels of communication. As part of our response to the winter storms, we also held feedback sessions with stakeholders, including local resilience partners and customers, to gather feedback on how we improve our multi-agency way of working in times of crises, developing a clear improvement plan to be implemented ahead of winter 2022.



2: SOCIAL OBLIGATIONS



We will engage with target communities in 'at risk areas' – including areas with high fuel poverty levels – to trial and establish energy efficiency measures as a cost-effective tool for managing distribution networks, enabling the deferment of reinforcement costs and delivery of customer benefits. While customers in 'at risk' areas will benefit directly, all customers will benefit if demand management to defer reinforcement is achieved. We will trial and evaluate innovative methods of interacting with and providing advice to communities about ways to manage electricity consumption. We will share our findings from trials with the industry and other interested parties, using them to inform business as usual practice.

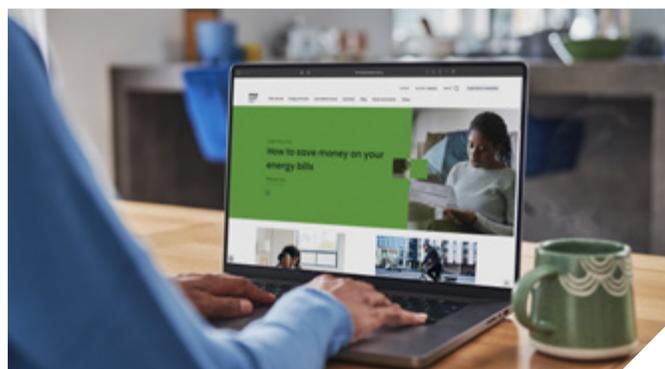
During 2021/22 the emerging cost of living crisis made it even more important that we continue to deliver for our customers, especially those in fuel poverty. We worked in partnership with the Energy Savings Trust to develop an energy efficiency tool, Energy Eddie, on our website which can help people to identify the energy efficiency measures they can undertake themselves. We are the first DNO to offer a tool of this nature. We were involved in numerous other initiatives with partners such as Age Scotland, SGN, Citizens Advice Scotland and The Footprint Trust to provide a range of advice including energy efficiency measures. With these projects we were able to help 8,762 households with a range of advice and assistance including energy efficiency measures.



We will form an expert panel on consumer vulnerability to guide us on how best to identify and address consumer vulnerability on our networks.

Our External Inclusive Service Panel (EISP) was created in 2016/17 and has met three times every year. The Panel members are experts in inclusion, equality, diversity and accessibility, and all of them have a real passion for improving customer outcomes. The EISP not only helps to inform and influence our decision making, it challenges our thinking and holds us to account for the actions at each meeting.

We have gone further than this commitment by also recruiting an internal panel of passionate colleagues, our Internal Inclusive Service Panel (or IISP). Our IISP also meets three times every year and works towards a similar agenda as the EISP. The IISP provides an internal view of the service we provide and also challenges our thinking as well as our processes.



We will routinely advise domestic customers of the Energy Saving Trust website and helpline either during calls or within literature we produce so that they can access help relating to energy efficiency advice around the home; and help which is available through energy supply companies or Government Initiatives. If deemed appropriate to the situation, we will encourage staff to let the customer know of a third party who can help them e.g. if the customer indicates during a call that they are experiencing financial difficulty and would benefit from money advice. We will have an appropriate database of free to use, third party reputable organisations that can advise customers on non-energy related issues (e.g. debt advice or feelings of isolation) by April 2018.

All Contact Centre staff have access to a Guidebook detailing contact information for signposting customers who indicate they are having financial difficulties and require money advice. The Guidebook is now part of our business as usual procedure. The Guidebook also provides wider advice for different types of vulnerabilities e.g. for customers who may be feeling lonely and isolated and need emotional support.



2: SOCIAL OBLIGATIONS



We will improve the accuracy of our Priority Service Register customer data to ensure that we offer the support vulnerable customers need and therefore improve the service we offer by April 2016.

Prior to 2016 we cleansed all of our PSR customer records. We have also committed to data cleansing our records every two years and will delete a record from the PSR after five years when the customer has not responded to our communications or had an opportunity to contact us during power cuts. We also had trials of methods such as buying deceased data and outbound calling to improve our data but did not pursue these strategies in the longer term.

We have also made the following improvements to ensure our PSR data is accurate:

In 2018, we implemented a data cleansing process where we proactively write to customers who have been identified to not have had details checked within the last 2 years. Up to 1,000 data cleanse letters are sent daily to PSR customers asking them to get in touch and confirm if their circumstances have changed. The customers can update their records by returning the letters by post, online or call in and speak to the PSR team.

All of our Customer Contact Centre staff are trained to be able to identify, register and update PSR customer information during any calls they are handling to ensure we have the correct information stored and help with the accuracy of our data.

We receive a daily report from suppliers with amendments made to PSR customer accounts. This report includes minor changes like correct telephone numbers and bigger amendments such as a change of tenancy which means the PSR customer is no longer at the property. In those instances, we remove associated PSR information from our systems.





2: SOCIAL OBLIGATIONS



We will develop an escalation process which ensures that all customers are provided with the correct level of support for their needs. We will understand the impact of the well being gap between power loss and restoration and how we can best target our help and support with processes in place by April 2018:

- Escalation Process
- Understanding of the well being gap.

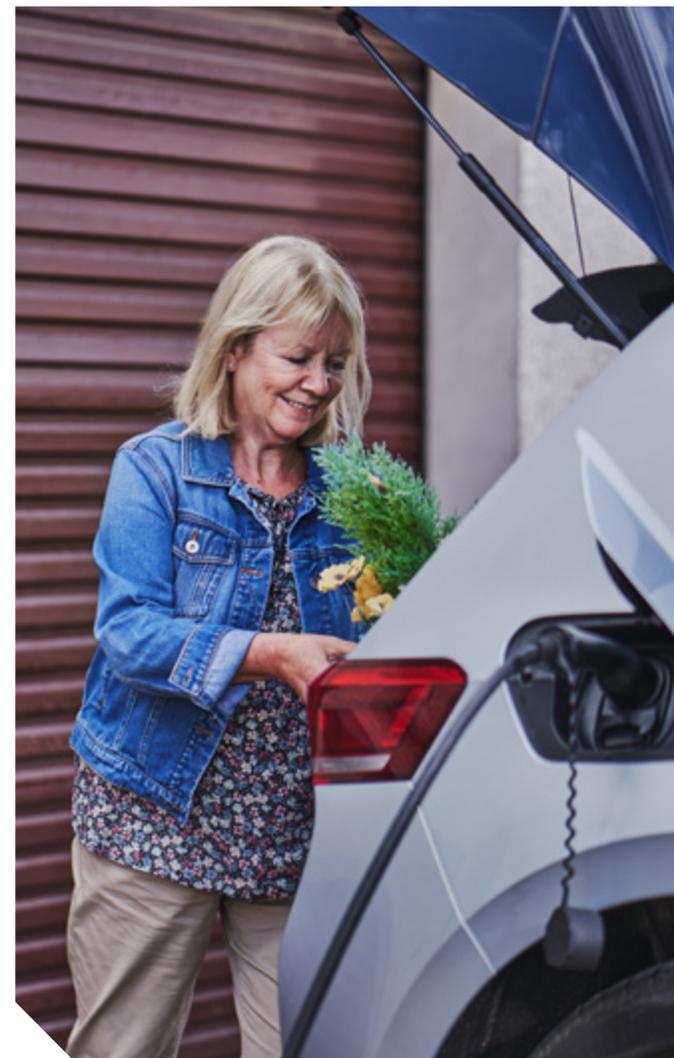
The escalation process which ensures that customers are provided with the right level of support for their needs has been embedded since the PSR team was formed in 2014.

The team takes calls directly from customers in need of extra support through a dedicated PSR number which gives customers the option to leave a voicemail or be put through to the Customer Contact Centre (CCC) outside of office hours. The PSR team also assist colleagues from other teams with vulnerable customer escalations. Overflow calls go through to the CCC who are trained to handle and support our PSR customers but can also escalate queries requiring extra support to the PSR team.

The PSR team contact the regions to assist with support for vulnerable customers during a power cut or planned interruption.

To help with our understanding of the wellbeing gap, a Customer Mapping Tool designed by our partner, the Centre for Sustainable Energy (CSE), is an integral data tool used to aid strategic decision-making, resilience planning, targeting of programmes, investment, and engagement.

The tool can be used to identify geographic areas in our regions that may be more likely to suffer detriment. It also enables a more nuanced analysis of vulnerability, where customers might be experiencing multiple and overlapping difficulties with health, disability, age, financial capability, etc. It also helps to provide a more accurate understanding of how changing situations create different kinds of vulnerability so that appropriate support can be given and those most in need can be prioritised.





2: SOCIAL OBLIGATIONS



To help us to respond to vulnerability caused by power outages, we work with emergency planning groups (whose membership includes the police, fire service, NHS local authorities, Community/Parish Councils) to develop resilience plans. These plans help communities to have strategies in place to cope with unexpected and prolonged power cuts. To have 100 resilience plans in place for communities by 2023.

We continue to provide a valued input to community resilience plans held by responsible community leads across the SEPD and SHEPD licence areas, however, we are not the custodians of these plans. 2021/22 saw seven named storms impact our network which saw these plans utilised within communities. Since the storms, we have continued to work with our resilience partners and communities to further expand on these plans, including holding 10 Resilience and Black Start workshops with elected members and community groups.



Each business unit across our company will have work plans at unit, team and individual level which show the role they have in delivering the vulnerable customer strategy by April 2016. In this way, ownership and accountability for individual pieces of work will be clear.

All business units, areas and levels know the role they play in supporting customers who are in vulnerable situations.

This is borne out by embedded training, consecutive years of achieving BS18477 standard for consumer vulnerability and engagement throughout our organisation.

We have gone further than the core of this commitment by embedding fuel poverty and energy efficiency support and referrals via funded partnerships with expert organisations and charities, alongside our consumer vulnerability strategy. Based on stakeholder feedback, in 2021/2022 we have proposed improvements to this strategy which will be taken forward into RIIO-ED2 so that we can continue to deliver support to our vulnerable customers.



We will ensure our communications and processes are accessible to a broad audience by April 2016.

We completed this commitment by April 2016 and made our communications and processes accessible to a broad audience. For example, on our website, customers have the ability to translate communications, request braille or large print versions. Those with visual or learning difficulties can change colours of the documents to help understanding of the information provided. This is done through the Website Accessibility Assistive Toolbar from ReciteMe, detailed on their website.





2: SOCIAL OBLIGATIONS



100% of our domestic customers will be aware of our PSR by March 2023.

We continue to use a range of communication avenues and marketing initiatives to ensure all customers are aware of the PSR. These include:

- Working with the Centre for Sustainable Energy (CSE) utilising our Customer Mapping Tool, coupled with our PSR data to analyse our PSR Gap areas for 2021-22.
- Tactical campaigns and marketing, social data to engage harder to reach communities where we have identified under-representation on the PSR.
- Our annual winter campaign which promotes PSR across both our customer regions in the north and south, ensuring full transparency and promotion of our services.
- Local hospital radio, outdoor advertising near key hospitals and healthcare facilities and bus street liners on routes passing key hospitals in our regions, to target hospital leaves who were identified as key PSR gap.
- Adwords and video channels used to reach audiences groups at scale were built around keywords such as hearing loss, visual impairment and mental health.
- Working with the Hindu Council UK to create information-based PSR posters in three languages commonly used in the Hindu community during Diwali to promote PSR.

As a result, the overall PSR gap percentage has continued to reduce in response to our tactical targeting of our gap areas and since the initial period of RIIO-ED1 there has been a continuous increase each year in PSR registrations from 487,202 in 2015/16 to 782,566 in 2021/22.



We will use research data to understand who uses our service and build partnerships to enable us to address consumer vulnerability at different points in our service by April 2023.

For PSR registrations, the choice of activities undertaken in this area is informed by a number of things which include insight from stakeholders (including our Inclusive Service Panel), feedback from our annual PSR Survey and data analysis driven by our customer mapping tool which highlights PSR Gaps both on a needs code and geographical basis. This informs our partner choice, this year we worked with faith communities to promote PSR over the Diwali festival period. This led to an increase in registrations under the needs code of "Language can be a barrier" of 28.9% and a reduction in geographical gap in our Thames Valley region of 4.6%.

Our work in the area of Energy Efficiency and Fuel Poverty is informed by insights gathered from delivery partners, customer and stakeholder surveys, from stakeholder engagements, and also from research undertaken by specialists such as Citizens Advice. In 2021/22 this led to a number of new partnerships being formed with agencies including Fuel Bank Foundation, Age Scotland and Energy Savings Trust. During 2021/22 we supported over 8,700 households on matters of fuel poverty and energy efficiency.



We will consider adopting the British Standard in Inclusive Service or an equivalent standard as a measure to assure our customers that our services are fair and accessible to all.

2022 was our 7th consecutive year achieving the requirements of the British Standard Inclusive Service Provision BS18477.

The British Standard Inclusive Service Provision outlines the critical procedures to ensure inclusive services are available and accessible to all customers equally, regardless of their personal circumstances. The standard helps service providers to identify and respond appropriately to different consumer needs.

We deem it valuable to adopt these standards to reflect our commitment to providing fair and accessible services to all of our customers.





2: SOCIAL OBLIGATIONS



Every year we will publish our resilience plan so you know what we will do in the event of a power cut.

We undertake a range of activities to inform customers what to do in the event of a power cut. These include our annual 'Get ready for winter' campaign which raises awareness of how our customers can build their resilience during power cuts, helping them prepare for winter and what to do in the event of power loss, particularly those who find themselves in a vulnerable situation.

Throughout the year, our regional teams engaged with local authorities, parish councils and resilience partners to promote PSR and resilience plans. Our 2021 Resilient Communities Fund (RCF) awarded over £190,000 to 15 projects across our communities which helped fund projects including flood equipment and resilience training. In addition we also include accessible advice on our website.



We will do all this and more, while reducing our part of the electricity bill by 10% in 2015 and having only inflationary increases thereafter.

In 2015/16, in SHEPD our part of the electricity bill reduced by 16% relative to 2012/13, the benchmark year for RIIO-ED1, and in SEPD, it reduced by 9%. On a weighted average across our two networks, this results in a 14.5% reduction – ahead of our commitment.

Since 2015/16, the SHEPD and SEPD DUoS percentage share of the average annual domestic electricity bills in their Distribution Services Areas have remained static or reduced each year. In 2021/22 the SHEPD component reduced by 2% while the SEPD component remained static.





3: SAFETY

The safety of our staff and the people around our networks is of paramount importance to us and central to our ways of working. This emphasis on safety and the time and effort we devote to it was reflected in our safety record over a testing winter period in 2021/22, when we responded to seven named storms. Despite the long working hours in challenging conditions, to restore customer supplies as quickly as possible, no injuries were reported by our staff over this time.

The primary metric through which we assess safety performance is our Total Recordable Injury Rate (TRIR). This measures the total incident rate per 100,000 and our rate in 2021/22 was 0.20. This represents strong performance, but is an increase from 2020/21. This partly reflects higher volumes of work in 2021/22 and also emergence from the Covid-19 pandemic resulting in more travelling and time in the office/depot.

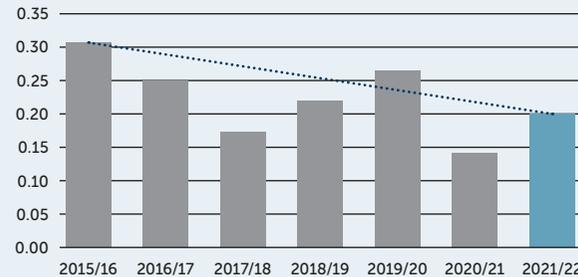
In response to this we have made some adaptations to our existing safety strategy for 2022/23. Key areas of focus include improvements in communication, engagement, risk control, behavioural safety, competence, and compliance, improved SHE management systems, investigation quality and learning from incidents. This is aimed at delivering more sustainable and continuous improvement going forward.

We will continue to constantly work on all aspects of safety within our business to ensure that we meet our objective of every day being a safe day.

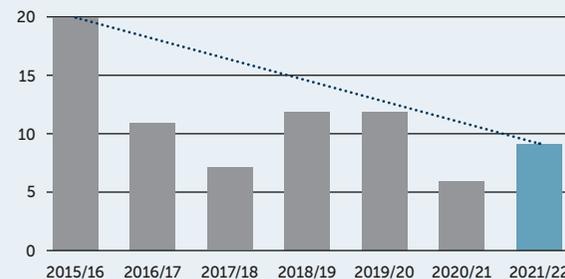
KEY HIGHLIGHTS

Our 2021/22 performance represents an improvement of 35% on the first year of RIIO-ED1

Total Recordable Injury Rate



Medical Treatment Injury



3: SAFETY

CORE COMMITMENT



Our behaviour-based Safety Family concept will be deployed across our business and contracting workforce.

Influencing Behaviours programme

Our behaviour-based Safety Family concept has been successfully deployed across our business in the form of our “Influencing Behaviours” programme. The Influencing Behaviours programme looked at our approach and attitude to safety, encouraging our staff to have a safety conscious mindset and enhance their soft skills.

During 2021/22 we have built on this programme and delivered the “Empowering Supervisor” programme to our supervisors. Continuing on from our refreshed Safety Family language and the Influencing Behaviours roll out, our Empowering Supervisors programme is designed to build on behavioural safety knowledge so that supervisors can manage people safely every day.

We believe that investing in our supervisors can only be a good thing, as the impact and influence they can have on the broader organisation is huge. The way they work, their behaviours and the way they communicate has an instant impact on their team’s safety, wellbeing and working environment. This is why it’s important for all that they are able to do and say the right things to positively influence our teams.

This is why, in conjunction with supervisors and our influencing behaviour partner, we’ve developed the Empowering Supervisors programme. We understand the importance of behaviours and communication, and how when it comes to being a supervisor how you interact with people is equally as important as procedures. Being self-aware and having an awareness of individual members in your team helps to create better and stronger relationships.





3: SAFETY

CORE COMMITMENT



Having the best safety record in the industry won't make us complacent. We will keep looking for new ways to keep you safe around our equipment.

We are committed to safe and sustainable working practices, that protect our employees, environment, contract partners and customers alike.

2021/22 saw a continuation of the challenges we all faced in 2020/21. It was another year of learning how to deal with new challenges, as individuals, and as an organisation. In a continuously changing environment, we have all stepped up; adapting offices, depots and working practices to mitigate COVID risks and responding well to evolving government guidelines.

We have continued our successful 'Look Out, Look Up' and 'Think Before You Dig' campaigns to keep people safe around our network. We have also introduced a new strategy to drive further improvements internally to ensure we continue to keep our staff safe.

We have continued to support the Energy Networks Association public safety committee in the promotion of videos that deliver important safety messages to contractors and homeowners carrying out works in the vicinity of our equipment. As part of this messaging we have also updated our Safety section of our external website: szen.co.uk/power-cuts-emergencies/keeping-safe/ so that members of the public can find important safety information more easily and specifically focusing on how to keep safe at home, child safety and the dangers from undertaking activities close to our networks.

The end of 2021/22 was particularly challenging due to storms Arwen, Malik and Corrie. However, our SHE performance through these events was impressive with no injuries to our workforce. This reinforces the strong safety culture and record which we have.



3: SAFETY



We will engage across the community to help keep people who are at risk of inadvertently coming into contact with our overhead lines or underground cables safe and we will maintain a high awareness of our equipment and operations as a hazard to the public. This will include using innovative ideas to better inform the agricultural community about the dangers of overhead lines on their lands.

We have targeted our public education and engagement programmes towards known risk areas, such as agriculture, boating clubs, scaffolding companies, emergency services crews and transport organisations to inform these groups about the potential dangers posed by our Networks and provide advice and information on how they can stay safe.

Recognising the need to target more domestic situations, we have used social media (as well as our website and press releases) to reach DIYers, gardeners and small building contractors to promote electrical safety when carrying out domestic projects. We have also targeted events, such as Easter, to highlight the dangers of striking a cable when digging, driving fence posts, etc.

Supporting the ENA Public Safety Committee, we have released videos to promote discussion and highlight the dangers of underground cable strikes for domestic and commercial activities and the importance of pre-work checks.



We will ensure full engagement and planning with suppliers to safeguard the rollout of the Smart Meter programme.

We continue to hold regular bilaterals with suppliers and their meter operators and participate in industry forums, where any issues associated with the rollout of smart meters and requirements for network support are discussed and appropriate actions agreed. So far, we have helped rollout 1.99 million smart meters to customers.



We will ensure we have sufficient, appropriately trained staff available to meet requirements of the additional work load anticipated where we will be required to assist suppliers to install Smart Meters at an estimated 185,000 locations.

In 2021/22, our 114 trained staff in SEPD and 46 trained staff in SHEPD were able to resolve over 3,586 service termination defects, contributing to the rollout of 291,444 smart meters during the year.



We will implement proactive measures to reduce the likelihood of copper theft and to protect those involved.

We have a range of proactive measures to help reduce metal theft. We continue to operate our in-house Alarm Receiving Centre (ARC) which holds certification to both NSI Gold and Silver standards. All CCTV and intruder detection systems are monitored real time 24/7 providing immediate intervention to unlawful intrusion. This is supported by the SSE Sub-Watch campaign which provides signage at substations guiding members of the public to report suspicious activity on or near sub stations to the ARC. Staff training on keyholder response and evidence preservation is also provided to relevant staff. Security Bulletins are issued from the ARC to ensure that circumstances of nefarious activity are disseminated.





3: SAFETY



Security at 500 substations will be improved at a cost of £9.8m.

Based on our risk based approach to assessing need, to date we have completed security enhancements at 274 substations in SHEPD and SEPD costing £2.81m which includes closed circuit television cameras, intruder detection systems, reinforced wire fencing and high security locking arrangements. We continue to identify opportunities to improve site security where appropriate and commensurate with the risk level.



We will increase the height of our overhead lines. In 2008 we agreed a risk based plan with HSE to increase the height of 26,000 overhead line sites over 12 years. This has been accelerated with the intention to complete in 2018.

We completed the commitment of increasing the line heights at 26,000 locations within our network up to the end of 2019.



We will underground some overhead lines using a risk based approach.

To date, we have undergrounded 49.4km in total, 6.5km of which was delivered in 2021/22.



We will address safety issues created by third parties by setting up a routine inspection procedure for visiting active sites and educating those involved in safe digging techniques.

In 2021/22 we attended events such as agricultural and country shows to raise awareness of the dangers of working near our assets. We also continued our social media engagement on safe working practices. In our Customer Contact Centre, we regularly review the safety advice given to customers and we have implemented the use of 'What3Words' when recording cable damages to ensure we are able to despatch engineers to the exact location more quickly. We also monitor our cable strike data and if we notice repeat offenders we will engage with them to advise on safe working practices and provide support such as briefings and on site support.



We will develop a detailed procedure that explains what is expected of staff in specific organisational roles and how we will manage the process of restoring customer supplies during periods of adverse weather.

Both SEPD and SHEPD utilise a singular 'Storms Manual' to manage adverse weather events. Within the manual there are clearly defined roles within the Operational sphere, Customer Contact Centres and Control Rooms working in harmony during such events. Additional non operational staff and contractors are allocated roles within the manual. After each event a lesson learned review is completed and the 'Storms Manual' is updated as part of a continuous improvement process.



We will continue to engage with National Skills Academy for Power (NSAP) to ensure the training standards for new meter operatives are appropriate and that the safety elements of training modules fully meet our requirements

Meter Operation Code of Practice Agreement (MOCOPA) is an established agreement between the Electricity Meter Operators and DNOs to ensure that meter operatives have the necessary training and authorisations to install metering within our networks. We feed back to National Skills Academy for Power (NSAP), through industry forums and bilateral meetings, best practice and any issues with training and practices.





4: ENVIRONMENT

Reducing Our Impact on the Environment

Recognising the impact that our activities can have on both the immediate and wider environment, we are committed to becoming a more sustainable business with a view to mitigating and reducing the negative impact we have on our surrounding environment.

2021/22 represented a step change in our approach to managing our Business Carbon Footprint (BCF). We're proud to lead by example by being the first Distribution Network Operator to have our 1.5°C science-based greenhouse gas emissions reduction targets accredited by the SBTi. We had a successful year across most areas of our emissions. The new strategy on SF6 emissions, introduced in 2019, continues to deliver, reducing emissions year on year.

This year SHEPD saw the lowest level of SF6 emissions for any year in RIIO-ED1, a reduction of 92% on the previous year. We also saw reductions in building energy usage.

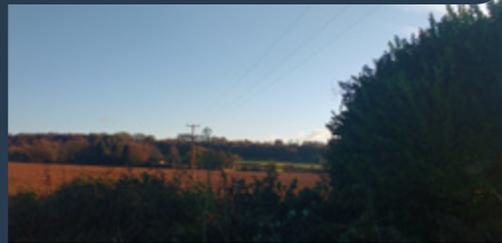
Additionally, we saw a significant increase in the uptake of LCTs such as Heat pumps and Electric Vehicles being installed on our networks with numbers almost doubling compared to 2020/21.

However, as highlighted later in this report, 2021/22 was a challenging year for our BCF performance, largely due to the use of diesel generation to restore supplies while the network was repaired following winter storms for both SEPD and SHEPD and while a number of subsea cable faults were resolved in

SHEPD. Use of the existing diesel power stations has, in the past, been a vital tool to maintain security of supply for our Island communities. As these power stations start to come towards the end of their operational life and we move to a Net Zero world, we have a unique opportunity to put in place new lower carbon, innovative solutions. Our RIIO-ED2 business plans outlines how we are planning to approach this.

In addition, we continue to make progress on other areas of our emissions, including further electrification of our vehicle fleet and increasing the use of battery powered tools, as an alternative to petrol tools for our tree vegetation management activities.

ENVIRONMENTAL CASE STUDY



▲ Before

▼ After



Franklin Farm Visual Amenity

A picturesque view of the South Downs National Park has been restored after the site had been proposed by local stakeholders as having the potential for visual improvement through the removal of the overhead network.

A visual amenity assessment was carried out and the project was undertaken in 2021/22.

The lines in question were located across Franklin, Dean and St Clair's Farms set within the scenic South Downs National Park. The assessment concluded that just over a kilometre of overhead line were located

in high visual impacted areas which provides many people with footpaths and stunning views across the local countryside. A project was created to underground these spans using the allowance set by Ofgem to mitigate visual impact.

Key stakeholders were continually coordinated throughout the project lifecycle to ensure SSEN were maximising the benefit of the undergrounding initiative to improve this scenic area for the public. The final project spend was just over £121k compared to an original estimate of £150k, an efficiency saving of £29k.

Project highlights include removing 1.21km of high visual impact overhead line with modern, robust underground cabling and building a small, ground-mounted substation to replace the overhead transformers; both helping to provide a more resilient power supply now and in years to come, as local customers adopt low carbon technologies to achieve their net zero goals.

This is just one of several Visual Amenity schemes delivered by SEPD and SHEPD within National Parks, National Scenic Areas and A.O.N.Bs during the RIIO-ED1 price control. To nominate a scheme and to find out more visit distribution.ssen.co.uk/undergrounding/.

4: ENVIRONMENT

CORE COMMITMENT



We will work more sustainably to reduce our Business Carbon Footprint and the impact of our assets on the environment.

We continue to work hard to reduce the impact of our business and assets on the environment. In 2021/22, SHEPD and SEPD achieved reductions of an estimated 29,013 tCO₂e in its BCF, relative to 2020/21 levels, across several emissions sources including building energy usage, SF6 emissions and island generation. However, higher-than-normal consumption of diesel generation throughout the first few months of FY21/22, has meant that both SHEPD and SEPD's total BCF is higher than it was in 2020/21.

The main driver of this is our unique obligation of operating diesel power stations to maintain security of supply on a number of Scottish Islands. Our SHEPD region island communities which are supplied by a single distribution subsea cable.

In the event of a fault to those cables, our planning standards rely on diesel generation to maintain security of supply for our customers. Fuel combustion accounted for around 84% of SHEPD's total 2021/22 BCF across Scope 1, 2 and 3 (excluding losses) – the majority of which is embedded generation on the islands. Therefore, recognising the uniqueness of SHEPD's network, and its reliance on subsea cables to supply the islands, is paramount in understanding the full picture surrounding our BCF position.

For RIIO-ED2, we have proposed more environmentally friendly solutions to reduce the reliance on diesel power stations, including the deployment of hybrid mobile generators and strengthening our North of Scotland resilience.

Whilst we will work to reduce our BCF in the final year of RIIO-ED1, the increasing risk of storms due to climate change means that meeting our target may be difficult.

Positively, SHEPD's business and operational transport emissions are lower than pre-pandemic levels and there is a trend of reduced diesel and increased EV usage.

Further information on this commitment is available in our annual SSEN Environment Report.





4: ENVIRONMENT

CORE COMMITMENT



We will use new sources of data to create better models that allow us to analyse and track losses and target loss reduction.

Our Network Protection team is in place to address potential instances of electricity theft and unregistered supplies across our two license areas. This is what we call 'Non-Technical Losses'.

In 2021/22, the Network Protection team has continued to pro-actively investigate and reduce Electricity theft to our Distribution networks. They also respond and act appropriately to all electricity theft tip offs reported.

Whilst still dealing with the impacts presented by COVID-19 in between lockdown periods, they still investigated 9,439 potential cases of theft with 4,079 confirmed cases of theft resolved.

We continue to focus efforts in this area to reduce theft and ensure a safe and reliable network for our customers.



4: ENVIRONMENT



We will undertake no more than 0.5 business flights per employee per year.

In 2021/22, we made 0.23 flights per employee, well below the 0.5 target. We continue to utilise virtual meeting platforms as part of our business as usual practices to help minimise flights. Travel awareness communications have been delivered internally and other initiatives are being explored to ensure flights taken are prioritised by necessity during the remainder of RIIO-ED1.



We will reduce the average mileage of SSEPD cars by 10%.

Our focus throughout RIIO-ED1 has been to reduce the average mileage of our business vehicles. In 2021/22, the average mileage of our business vehicles was 3,031 miles per vehicle. This equates to a 57.4% reduction from our 2012/13 base year. We are significantly below the set reduction target and anticipate we will continue to remain ahead of target for the remainder of RIIO-ED1.



We will reduce the rate of leakage of installed SF6 by 15%.

During 2021/22, SHEPD delivered a reduction of 92% and SEPD delivered a reduction of 4% relative to 2020/21 in SF6 emissions (as a percentage of total bank). A strategy was developed and published in April 2019, to drive a more focussed approach to managing and reducing the rate of leakage of SF6, and this is yielding good progress to date. Continued positive progress is expected to the end of RIIO-ED1, putting us on a firmer footing to deliver a more ambitious reduction during RIIO-ED2.



We will replace 76km of fluid-filled cable and 'tag' our 25 worst performing circuits on an annual basis during the RIIO-ED1 period resulting in minimum 15% reduction in oil leakage.

We achieved a 20% reduction in oil leakage of our fluid filled cables in 2021/22 relative to 2012/13. Improvements are largely due to the implementation of a revised process since 2018/19, to trigger investigations at a lower leakage rate threshold, supported by tagging cables.



We will continue with our successful programme of replacing current equipment with lower loss equipment on an end-of-life basis and with optimal configuration of the network.

We have been upsizing cables and transformers, upgrading network voltages, and installing low loss equipment to reduce distribution losses since the start of RIIO-ED1. To date, we have upsized 175.75 kilometres of cable in SHEPD (112.70km at LV and 63.06km at HV) and 241.86 kilometres of cable in SEPD (122.39km at LV and 119.48km at HV), which has reduced our losses by over 16,727.3 MWh cumulatively. In addition to this, we have completed other loss saving interventions, including upgrading over 77km of our SEPD network cables from 6.6kV to 11kV.





4: ENVIRONMENT



We will better understand the energy use of our customers and work with customers to reduce their overall energy use, especially at peak times, taking advantage of smart metering as part of this process.

We have gained a better understanding of our customers' energy usage through our SAVE innovation project. We have shared these learnings with other organisations as well as adopting the best practice in to our own energy efficiency projects and partnerships, to help customers to reduce energy usage at peak time. In June we are launching project HOMEflex (Household Or Microbusiness Energy flexibility), in partnership with Flex Assure, which will build trust for the domestic flexibility market.



We will continue to provide standby generation on the Scottish Islands.

We still continue to maintain our fleet of Embedded Generation on our Scottish Islands to help maintain security of supply.



In order to demonstrate our commitment to continual improvement in managing our environmental impact, we will publish our Environmental Impact Report on our website. The first report will be published in Summer 2015 and will cover 2014/15.

We publish our Environmental Report annually on our website. The report sets out how we manage our impact on the environment.

The report can be found at: ssen.co.uk/about-ssen/library/environment-reports-document-library/



We will work with communities to reduce the visual impact of up to 90km (60 miles) of overhead lines in National Parks, AONB and NSA:

- SEPD – 42km
- SHEPD – 48km

This work is driven by stakeholder requests, using a nominated scheme. In response to requests received to the end of 2021/22, we have removed 15.74km in SHEPD and 15.43km in SEPD. This is currently below what was outlined in our RIIO-ED1 business plan. However, given that we have met all stakeholder requests, we consider that we remain on target to deliver on stakeholder needs in this area.





5: CONNECTIONS



Connecting Customers to Our Network

Following on from last year’s performance, in the midst of the COVID-19 pandemic, we have continued to ensure that the Connections business delivers value for customers and delivers a high quality service. We have worked hard to ensure that we meet the expectations of the customers we serve. Some of the highlights from 2021/22 include:

- Continued extensive engagement with our stakeholders. We use the feedback received to target particular areas for improvement, such as the use of readily available tools and information on our websites to make their journey smoother.
- We have increased staff numbers in our call handling centres, with dedicated teams providing support in new areas such as providing advice on EV chargers and heat pumps, helping to facilitate Net Zero targets.
- We have also seen innovations in our flexible portfolio services help us grow our portfolio to a combined 609MW which will play a vital role in supporting the delivery of a smarter electricity grid and a transition to Net Zero that is cost effective.

Key to this is our engagement with Distributed Generation customers and creating an enabling environment for them by working collaboratively with other DNOs to develop capabilities, systems and processes to deliver new marketplaces for flexibility services filled with opportunities for customers to get involved, connect and export power onto the network through investment and innovation.

Continued efforts to increase competition, including a dedicated webpage which is kept up to date with relevant guidance and information, including an information pack about competition in connections which holds lots of useful information to aid the customer journey. Our efforts on competition have been recognised by Ofgem as they have deemed there are sufficient levels of competition in another four market areas within our SEPD network.

We continue to develop our connections policy to meet customers’ demands in a rapidly changing environment. For example, we have been working closely with the Office for Zero Emissions Vehicles to develop a new approach seeking to enable phased build out of Electric Vehicles in motorway service areas.

For more information on our connections, visit sven.co.uk/our-services/.

KEY HIGHLIGHTS

Connections Guaranteed Standard Performance

Year	SHEPD	SEPD
2015/16	99.9%	99.9%
2016/17	99.9%	99.7%
2017/18	99.9%	99.4%
2018/19	99.9%	98.3%
2019/20	99.9%	99.5%
2020/21	99.9%	99.1%
2021/22	99.7%	98.4%

5: CONNECTIONS

CORE COMMITMENT



We will reduce the average number of working days to provide a connections offer and a connection after acceptance by 10% commitment. And make picture smaller.

We achieved this commitment for connections offers in SHEPD and SEPD and for connections in SHEPD. We are behind target on Time to Connect for SEPD.

This has been driven by increased demand for connections in SEPD, following the Covid-19 pandemic. To improve performance, a new dedicated team was put in place which solely focuses on ensuring minor connections was able meet its targets and commitments. Through increased focus, targeted training and enhanced coaching and support performance improved in the second half of the year and the team has now been expanded to sustain and further drive performance.

A new management structure bringing better oversight and clearer responsibility has helped drive improvement while creating separate teams for North and South helps focus and target action where it is required more effectively. Improving our performance in this area will help us to meet our commitment for the RIIO-ED1 period.

		2012/13 Performance	Improved performance commitment (10% reduction)	Actual 2021/22 Performance	2021/22 performance against RIIO-ED1 target
SHEPD					
Single Connection (LVSSA)	Time to Quote	8.78	7.9	3.94	51% ahead
	Time to Connect	35.08	31.57	22.72	29% ahead
2-4 Connections (LVSSB)	Time to Quote	13.7	12.33	5.41	56% ahead
	Time to Connect	52.71	47.44	26.65	44% ahead
SEPD					
Single Connection (LVSSA)	Time to Quote	8.19	7.37	3.99	46% ahead
	Time to Connect	39.5	35.55	41.42	17% behind
2-4 Connections (LVSSB)	Time to Quote	12.37	11.13	9.47	15% ahead
	Time to Connect	47.19	42.47	55.21	30% behind





5: CONNECTIONS

CORE COMMITMENT



We will facilitate an open and competitive market by improving the information that is publicly available.

We continue to focus on facilitating an open and competitive market through engaging with Independent Distribution Network Operators (IDNOs) and Independent Connection Providers (ICPs) to understand the information they need to compete effectively in the connections markets.

As a result of this engagement, we provide the following information:

- A document on our website which permits the calculation of the earth fault current for secondary distribution substations at 11kV and 6.6kV. This will allow ICPs and IDNOs to have the same access to information as our design teams, to assist in their design of connections;

- We created a dedicated ICP/IDNO contact and escalation guide which covers both licence areas (SHEPD and SEPD). This guide provides ICP and IDNO stakeholders with relevant points of contact and escalation routes, making it easier to get in touch with us when they have queries. The guide is now available on our webpage and is being reviewed and updated periodically.

- We also updated several pages on our website in order to provide more information about our DSO transition.

Ofgem's recent decision on the review of competition in the electricity distribution connections market, seen SSEN pass in additional Relevant Market Segments (RMS) with an increase in 5 across SHEPD and SEPD. This result shows an increasing level of competition in our licence areas.

A list of further improvements can be found on our Incentive on Connections Engagement webpage.



5: CONNECTIONS



We will make improvements to the website including a smart online application form for new connections, an online payment system and online project tracking. This will improve the availability and usefulness of the information relating to the provision of connections for minor connections customers.

All application forms for Connections or General Enquiries services are available online. The smart application forms mean that they will conditionally change depending on the service the customer is applying for and the information they provide. We have also implemented an online payment system, allowing customers to pay for connections works on our website and an online tracking portal, enabling customers to track the progress of their application through their online account which is set up at the point of application.



We will expand the connections call centre and improve the connections customer service training programme.

Our Connections Call Centre has expanded significantly to handle increased volumes of work. Notably, as low carbon technologies such as EV chargers and heat pumps have started to increase in uptake, we have increased our resource numbers and even set up dedicated teams to support customers. Furthermore, in 2021, we launched our Empowered to Care Programme, our largest ever investment in customer service training, focused on providing our people with the skills, knowledge, tools and behaviours to provide an outstanding standard of service. The programme was developed in partnership with the institute of customer service and has since also received the prestigious TrainingMark Accreditation for its high standards.



We will publish on our website an Annual Connections Report that sets out performance in relation to targets and continual improvements to the service provided to ICPs, making it easy for large customers to choose alternatives and will show how SSEPD will continue to promote an open and competitive market.

Our ICE report sets out the commitments made to stakeholders under our ongoing engagement programme and our performance in delivering these commitments. This includes in relation to ICPs and developing competition as relevant. We now publish this twice a year, in April and then an update in October.



We will invest £29.1m to upgrade the network to ensure the needs of Distributed Generation customers are met.

The needs of Distributed Generation (DG) customers to be able to connect and export power onto the network is fundamental to meeting Net Zero targets. At the outset of RII0-ED1 we identified a number of points on our network that would require reinforcement to provide the necessary capacity. We have and will continue to invest in network upgrades to connect DG customers. We are committed to actively seeking innovative and market based solutions to address these needs where it is economic and efficient to do so. We continue to deliver innovative solutions and transition them into business-as-usual processes. Throughout 2021/22 we have engaged with several customers regarding our suite of Flexible Connections and have received multiple acceptances.

For more details on Flexible Connections please see our website: ssen.co.uk/connections/generationandstorage/flexiblesolutions/



5: CONNECTIONS



We will ensure the network is ready for the changing nature of connections and increase the number of connections that will be able to export and absorb electricity and the impact this will have on the network.

During the first half of the RIIO-ED1 price control, the number of connections has been lower than we had anticipated in our RIIO-ED1 Business Plan, therefore resulting in lower than anticipated Load Related Expenditure. However, while slow to materialise the number of connections has increased considerably in recent years, and we are investing in our network by incorporating smart and innovative solutions, as well as traditional reinforcement to connect customers to our network.



We aim to deliver a Connections Guaranteed Standards Performance of 100% over the RIIO-ED1 period.

We continue to have strong performance on Connections GSOP, with SEPD averaging at 99.2% and SHEPD at 99.9%, we believe in all material respects this is on target.



We will proactively identify applicants (minor connections) who are unsure or unable to fully complete their application. Trained staff will communicate with these customers at an early stage to offer advice and assistance or assist customers in finding an alternative provider to do the remaining work when they prefer to do so.

To give effect to this commitment, we ensure that when customers wish to apply for a minor connection, they can do so via a variety of routes. Applications can be made online via our website and although many customers prefer this route, we recognise that this is not suitable for all. Where customers are unable to complete applications online, alternative methods for contacting us are signposted throughout the various stages of the connections application process on the website. Customers also have the ability to communicate with us and apply for their works via which ever channel is best suited to them. At the initial stage of the application process, customers are also made aware of their choice to seek an alternative provider to complete parts of their work. Customers are signposted to our alternative provider register where they can search for an approved provider if they wish. This is offered through all communication channels including telephone.



We will carry out site visits to minor connections customers to provide a quotation 'on-the-spot' using new technology where we can. This will include routine follow up calls and extend mobile working practices to delivery engineers to speed up delivery of connections projects.

We continue to support our minor connections quoting through site visits where there are technical queries or further information required. However, we continue to look for ways to best meet the needs of small connection customers. Our engagement with our customers has identified that a self-serve approach is preferred to on the spot quotes. Consequently, we are therefore focussing efforts on digitalising our processes to providing value for customers with efficient, cost effective online options. We have delivered improvements in time to connect since the beginning of RIIO-ED1 and eight years from the original commitment, we are reflecting the advances in technology and data to best deliver on the aim of the commitment.



5: CONNECTIONS



We will update the minimum design requirement in each of the relevant connection offers in recognition that even if that connection does not involve Low Carbon Technology (LCT), it is likely that in the future the customer may wish to adapt this connection, or a different customer may take over the property and wish to introduce LCTs. We will fund the network impact of the uptake of LCTs through innovative solutions and implement minimised costs for existing customers who adopt LCTs.

All new domestic connections are provided at 100 Amps – the highest capacity considered practical for a whole current metered connection to allow customers to introduce LCTs. We have also recently implemented a change where a customer requesting an increase in load for a whole current metered single service connection will have their service upgraded (where required) free of charge.



We will provide connections for large scale embedded renewable generation in a timely and cost-effective manner.

We continue to work to provide timely and cost-effective connections for renewable embedded generation. We rolled out a new queue management process in July 2021 for our generation customers. It ensures that the network capacity is effectively made available for other customer projects that are ready to progress, including projects that are already in the connection queue wanting to progress faster. We continue to expand our flexible connection offering to DG customers. This allows to connect earlier, without the need to reinforce the network but provides us with the rights to curtail that generator at times when the network reaches capacity. In 2021/22 we connected close to 225MW of DG, 110MW in SHEPD and 115MW in SEPD.



We will continue to work with our partners, including Community Energy Scotland, to streamline the connections process for community renewable energy schemes and improve our communication with communities by acting on feedback received through stakeholder engagement.

The Community section of our website has been updated to cover the broader topic of Local Authorities and Community Energy Groups. On this page, we have published educational information for local community projects with links to third party organisations who offer a wide range of services such as support, funding and industry knowledge. We also set up a useful links section linking to other existing pages containing useful information on the connections process such as electric vehicles, heat, smarter electricity (DSO), network information and more. A section on useful documents such as the contact guides, connections meetings and our YouTube channel has also been added to this page. Lastly, we updated our Community Connections guides for the SHEPD and SEPD. These provide an introduction to the network, information on how to get a community project started, useful tips, contact details and more.





5: CONNECTIONS



We will work with local authorities and housing associations to anticipate where there are likely to be large volumes of new or low carbon technology connections to our network. This will allow us to apply innovative network solutions to minimise network reinforcement costs whilst also ensuring timely connections. We will defer network reinforcement on at least one circuit by working with a community to manage electricity consumption through energy efficiency and low carbon technologies by April 2018.

Since 2018, we have developed and undertaken Distribution Future Energy Scenarios (DFES) analysis for our network area. This developed bottom-up local evidence driven projections for low carbon and key demand/generation technologies. DFES analysis is part of a wider network planning process that utilises scenarios to inform network investment and planning. Stakeholder engagement is a key part of the DFES process.

Each year, in addition to a series of interactive webinars for stakeholders and technology specific calls with developers, trade bodies and industry reps, SSEN operates a data exchange with all of the local authorities in our licence area and with the Scottish Government. This is used to validate domestic and commercial developments and understand strategic plans for energy/transport.

In 2019/20 we initiated an NIA project, RESOP, which is developing a framework to model network adoption of LCT from a whole system perspective in order to better understand future network requirements. Through this and other initiatives we continue to work with Local Authorities to support the uptake of LCT connections. A key focus has been providing the data and the interpretative digital tools to allow informed engagement and optioneering as part of the design of local whole system energy solutions. Specifically, we have worked with Dundee Council on their Connected Energy Project and through our support to Project LEO in Oxford, to refine the effectiveness of this engagement.

With regard to innovative interventions on our network, our flexible services portfolio has grown significantly, with an additional 395MW of flexibility services contracted in 2021/22. This resulted in a total flexibility services portfolio of 609MW.



If you apply for a new electricity connection and a team member has not been in touch within 3 working days, then we will pay you £20.

The driver for this commitment was to improve the time taken to issue quotations to our customers by having an initial discussion with the customer to ensure that we have all of the information that we need. Since the start of RIIO-ED1, we have implemented a number of changes to our processes which means the time to quote has improved significantly, with the average time taken to issue an LVSSA quotation being 3.94 working days in SHEPD and 3.99 working days in SEPD in 2021/22.





6: CUSTOMER SATISFACTION

Improving Customer Service

The needs, expectations and service standards of our customers continue to evolve and we are committed to evolving with them. Our customers and stakeholders are at the heart of everything we do, and we continue to demonstrate that we're dedicated to developing our business based on their feedback. In 2021/22 we undertook our largest ever customer journey mapping exercise, looking at the current and optimum future state journeys for customers across 6 key customer facing areas – Minor Connections, Low Carbon Technologies, Planned Supply Interruptions,

Unplanned Supply interruptions, General Enquiries and Diversions & Disconnections. Working with Experience Lab, our Customer Insight and Design Agency, utilising customer and colleague feedback we have identified areas of focus for us to improve our service, incorporating this into our Customer Experience Strategy and Roadmap. Following the storms over winter 2021/22, we have reviewed our communications processes to better respond to customer needs. By reviewing performance, customer feedback and lessons learned after each storm event, we were able to

quickly identify and implement improvements to ensure we were providing customers with the information they need in a format which suited them. This included introducing handouts which could be delivered to customers off supply, reviewing our messaging used by our telephony teams and our estimated time of restoration strategy. Furthermore, 2021/22 saw our largest ever investment into digital customer experience, including the launch of our new SSEN website, significant upgrades to our Power Track app and enhancements to online applications for non-emergency activities.

KEY HIGHLIGHTS

Broad Measure

SHEPD	SEPD	SSEN (overall)
Supply Interruptions 8.91/10	Supply Interruptions 8.35/10	Supply Interruptions 8.63/10
Connections 9.14/10	Connections 8.33/10	Connections 8.73/10
General Enquiries 9.23/10	General Enquiries 8.20/10	General Enquiries 8.71/10

Customer Complaints

84.28% complaints resolved within D+1	96.27% complaints resolved within D+31	ZERO complaints upheld by the Energy Ombudsman
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855,977 calls into the Customer Contact Centres (excluding General Enquiries and Connections Customer Contact Centre)

Online

87% Overall digital CSAT	283,583 incoming messages (27% decrease) Number of digital contacts
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March 2022
New website went live

2.1 million visits
(67% increase)
Number of visits to our website

6: CUSTOMER SATISFACTION



CORE COMMITMENT



We will maintain ongoing dialogues with all customers who request regular updates on what we are doing.

Engaging with our customers and acting on their feedback remains a core focus of all our business areas. We put a considerable level of effort into maintaining relationships with our customers, listening to what they say and updating them on what we are doing with their insight.

We provide a number of avenues for customers to request and receive updates on what we are doing. In 2021/22, these included:

Following Storm Arwen, working with Local Authorities and Scottish Water, we ran 'listening sessions' with over 200 community members and conducted quantitative and qualitative research with over 400 households. Alongside this, we also participated in feedback and debrief sessions with our resilience partners across our licence areas. Using this feedback, we made changes to our storm response which we shared with our customers and tested in subsequent storms which impacted our network.

We undertook our biggest customer journey exercise to map out the current process for 6 key areas and then, using employee and customer insight from broad measure,

complaints data and customer interviews, created an optimum future state journey which we will start implementing in 2022/23, providing updates as we progress.

Our Stakeholder Engagement methodology is fully embedded across our business and continues to evolve, responding to the needs of our customers. Our Mission Statement: 'To deliver engagement which is purposeful, accessible, and dynamic, using insight and collaborative partnerships to achieve positive and tangible outcomes for customers, stakeholders, and society', provides clarity and guidance when planning or carrying out engagement, ensuring our engagement is:

Inclusive – We take a considered approach to the format and timing of our engagement and think deeply about how we can reach "seldom heard" voices, ensuring fair and accurate representation.

Insightful – We conduct thorough engagement on issues that matter, in a way that generates meaningful discussion and debate, allowing us to capture clear and actionable feedback.

Impactful – Our engagement is transparent and meaningful, allowing participants to clearly trace their input and to genuinely influence our business activities and plans.

Iterative – We conduct frequent and enduring engagement which evolves in line with best practice and continuous improvement. We are flexible to change and will incorporate learnings.

We continue to engage with our customers through our social media channels, providing updates during storms and faults, promoting PSR and our winter awareness campaign. Our social media follower base currently sits at 52,253 and in 2021/22 we were able to reach 7,660,395 through social media. This included during our winter awareness campaign and updates throughout the storm periods.





6: CUSTOMER SATISFACTION

CORE COMMITMENT



We will continue to seek customer views on service, connections, reinforcement and reliability, working with communities around safety and awareness across our network.

We believe it's important that our customers and stakeholders drive our business plans for the future. Through a robust engagement model, we continue to engage with customers to seek their views on how we operate as a business.

Over 2021/22 we engaged with over 36,000 stakeholders through 827 engagements. These engagements cover various aspects relating to our Strategic Priorities: Accelerating Progress to a Net Zero World; Delivering a Safe, Resilient and Responsive Network; Providing a Trusted and Valued Service from Customers and Communities; Delivery a Positive Impact on Society; and Collaborative Action on Consumer Vulnerability.

To date, we have used the following channels to seek customers' views on service, connections, reliability and safety:

- subject-specific workshops with focused discussion
- online events such as forums and webinars
- virtual conferences using innovative engagement platforms providing 'face-to-face experience'
- virtual breakout rooms
- face-to-face, online and telephone surveys, including touchpoint surveys carried out at various stages of the customer journey
- bilateral meetings
- social media
- expert panel sessions
- local events

These engagements have led to many improvements within our business, including informing our approach to and adoption of Science Based Target initiatives, our DSO Action Plan, the deployment of a net zero microsite, a digital strategy, reviews of our performance during prolonged storm periods and our response to the cost of living crisis.



6: CUSTOMER SATISFACTION



We aim to have zero complaints upheld by the Energy Ombudsman during the RIIO-ED1 period.

We have had no complaints upheld by the Energy Ombudsman in the RIIO-ED1 period to date.



We will publish on our website a Looking Back Report of customer service and performance against commitments.

We annually publish a number of reports which reference our customer service and performance against commitments. We do this through this annual report, but also through our Stakeholder Engagement and Consumer Vulnerability Submission to Ofgem and our Incentive on Connections Engagement Looking Forward and Looking Back Report.



On our website we will publish an Annual Engagement Plan setting out engagement topics for the following 12 months, with the first to be published in January 2014.

Our engagement topics are published annually within our Stakeholder Engagement and Consumer Vulnerability Submission and Incentive on Connections Engagement Looking Forward and Looking Back reports.

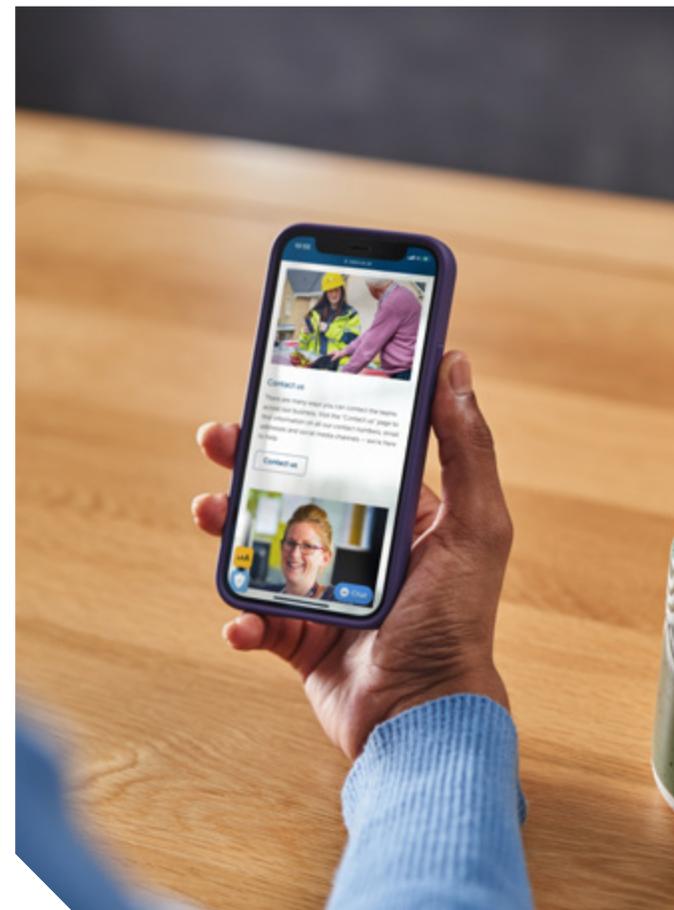


We will continue to expand the ways in which customers contact us and make it easier for them to do so. This will include developing our website to include a livechat and translation service. We will do this while remaining alert for changes in customer expectations.

In 2018 we launched live chat on our website using Facebook Messenger Web Chat as our solution to make it easier for customers to contact us. We specifically selected this solution as it was the only service on the market at the time that wouldn't be disrupted if the customer lost signal as they were engaging with us. We were the first DNO in the UK to launch this service, which has since become our primary digital channel after self-serve.

In 2019 we also launched a translation service on our website using ReciteMe, the industry leader for digital translation. This service also provides enhanced accessibility settings for customers with visual impairments and dyslexia, for example. Our website allows the Website Accessibility Assistive Toolbar at the top of our website. This feature is explained in detail on the ReciteMe website.

In terms of expanding the ways in which customers can contact us, they are now able to do so on Facebook, Twitter, WhatsApp, Instagram, Webchat, Phone or using our Power Track app.





6: CUSTOMER SATISFACTION



We will provide an extensive customer service training exercise for all customer facing staff. This will include always leaving contact details with the customer, checking the customer is satisfied before leaving site (in social hours only) and asking customers to give feedback about service so that real time customer comments can be recorded. We will open up our depots and have colleagues readily available and trained to deal with customer enquiries.

All customer facing staff at SSEN go through extensive customer service training from fundamental basics of customer service, all the way through to specific training on supporting vulnerable customers. This includes contact centre staff and our field teams. This training is included in staff induction and then further development is provided every year.

Furthermore, in 2021/22, we launched Empowered to Care, a business wide programme which provides every single employee with the right skills, knowledge, behaviours and tools to provide exceptional levels of customer service. This training has been recognised by the Institute of Customer Service with the prestigious TrainingMark Accreditation – making SSEN one of 27 organisations in the UK to receive this accreditation.

Our depots were opened up to customers in 2018 to give them the opportunity to resolve their issues in person. Due to lack of engagement following the pandemic, it was not deemed beneficial for customers to retain this avenue of engagement.



To provide consistent, accurate information we will make alterations to the back-office systems which will allow improved detail and local information given in pre-planned interruption letters and give customers personalised and area-specific message by phone and text.

We have made improvements to our customer communications over the course of RIIO-ED1. In 2021/22 we continued to focus on our Planned Supply Interruptions Process. In July 2021, we worked with Experience Lab (a customer insight and service design agency) to highlight key areas of improvement. We made further improvements including further changes to our letter and reason templates plus trialling new reminder text messages. We updated our planned power cut webpage with information our customers want, ensuring it is in accessible, easy to understand language. We also continue to update customers on the progress of their outage via phone and text, along with our Power Track app where customers are able to track the progress of the outage in real time.



All employees will participate in regular training teams and improvement initiatives including learning teams (to include cross skilled sessions involving field operatives and customer contact staff) and a programme where standby staff visit the Control Room and Customer Contact staff spend time with supply restoration teams to build relationships and understand how we respond in a power cut.

We have continued our regular training sessions in 2021/22 to ensure that staff are aware of new initiatives and are able to share best practice. With hybrid working continuing throughout the year these sessions were run both face to face and online. The sessions covered topics such as complaints, supporting PSR customers, data protection and GDPR, and handling smart meter defect calls. Our network appreciation days where contact centre employees spend a day in the field with one of our engineers were restarted as were visits by the operation teams to the contact centres to enable a two way appreciation of the work carried out by our employees. Both contact centres are continuing with Continuous Improvement, and Innovation working groups to try and encourage employee input and engagement.





6: CUSTOMER SATISFACTION

★★★★☆

We will utilise a robust 4 step process for handling complaints and providing customers with a one stop shop for customer contact and complaints. We aim to resolve 70% of complaints within 1 working day of receipt.

Across SSEN, there is a single complaint process all customers follow. This 4-step process is clear and transparent and can be found online. It is also provided to every customer, via their preferred method of contact, where we are unable to resolve their complaint on the first point of contact. In RIIO-ED1 to date, we have exceeded our target by resolving over 84% of complaints within 1 working day.

★★★★★

A new telephony system will be implemented, which will allow customers to register their preferred method of communication (including telephony, text or social media). This system will also allow customers to grade the call at the end, providing real-time feedback and allow for immediate follow up for the customer.

Following customer feedback from the Stakeholder Advisory Panel in 2018, customers now register their preferred communication channel themselves. This is inferred as being the most recent method that they used to contact us and is updated whenever the customer uses a different method which we will then use to contact them moving forwards. In terms of feedback, all customers who get in touch with us regarding our core services receive a message following their interaction with us called a "Touch Point Survey". This survey asks the customer for real-time feedback which if negative, is then followed up by an experienced member of the team in the Customer Contact Centre.



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We aim to achieve zero Guaranteed Standards failures for EGS4 (Regulation 12 – Planned Outages) and EGS8 (Regulation 17 – Appointments) during the RIIO-ED1 period.

EGS4 requires SSEN to provide sufficient notice to domestic and non-domestic customers of a planned supply interruption (PSI) to their power supply. In 2021/22 SHEPD and SEPD had a notification success rate of 99.47% and 99.68% respectively. EGS8 requires SSEN to offer and keep appointments with customers. In 2021/22 SHEPD and SEPD had 98.49% and 99.84% of appointments arranged and attended within required timescales. In RIIO-ED1 to date, across both networks we have an EGS4 success rate of 99.73% from 1,085,343 notifications and an EGS8 success rate of 99.75% from 122,708 appointments. We believe that in all material respects that this commitment is on target.

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We will allow the use and recording of stakeholder feedback from mobile devices as part of the 'Feedback and Procedure Change' mechanism.

We continue to use a number of varied methods for recording feedback from stakeholders. These include email, verbal, social media contacts, electronic voting at face to face workshops, Slido, Microsoft Forms and the chat function within Microsoft Teams. We also use dedicated research such as consumer insight and surveys.



6: CUSTOMER SATISFACTION



We will expand the Stakeholder Engagement team from 7 people to 12, including social media and website management staff.

In 2014, we decided to separate our Stakeholder Engagement Team and Digital Team. This decision allowed the digital team to focus on digital customer service and innovation whilst the stakeholder engagement team continued to focus on enhanced engagement.

Our digital team has grown significantly during RIIO-ED1, starting with three members of staff and in 2021/22 the team is built up of 12 employees including a dedicated Digital Team Manager, a Digital Strategy Manager, several Social Media Officers and Web Content Editors.

Our Stakeholder Engagement Team is made up of 10 members of staff, providing specific stakeholder engagement expertise across our business areas including our operations businesses and connections. Furthermore, this team is supported by regional customer relationship management teams who provide on the ground engagement.



We will develop and maintain IT systems, including ensuring appropriate data security and confidentiality.

All of our IT projects follow our internal IT development framework which must meet all current data compliance requirements prior to moving through the development and execution process, prior to implementation.



We will use external experts to provide support and assurance, including an external audit which will involve a rigorous review of our stakeholder engagement data as well as examine management arrangements.

Throughout RIIO-ED1 we have undertaken external assurance processes to ensure the quality of our engagement remains high and to identify areas for improvement. Originally undertaken by SGS, in 2017/18 we moved to Assurance Audits undertaken by AccountAbility. These audits assessed the quality of our engagement principles and practices against an internal framework. In 2020/21 we moved to the fuller process of Health checks, again undertaken by AccountAbility.



We will commission an independent research agency to undertake additional surveys which will be comparable to our Broad Measure Scores.

Since 2018 we have been a member of the Institute of Customer Service, as part of this membership, and as a Trusted Advisory Member since 2020, our customers are surveyed annually by the institute to provide a comparable and independent review of our services. The results are benchmarked against both our industry and other non-utility sectors.

The results of the survey are published on the Institute of Customer Service website. Internally, the results are used as a quality assurance tool to ensure that our Broad Measure Scores are comparable with independently produced research.



We will join the Customer Service Network and/or the Institute of Customer Service.

Since 2018 we have been a member of the Institute of Customer Service. In 2020 we were promoted to a Trusted Advisory.





6: CUSTOMER SATISFACTION



You'll be able to contact us in more and more ways that suit you. By Twitter, Facebook or however you want to talk to us.

In 2014, we launched Twitter and Facebook as primary contact channels for our customers. In 2015, we moved these channels to a 24-hour service. Customers are able to contact us on Facebook (through comments on posts and messages through the messenger app), Twitter, WhatsApp (launched in 2018), Instagram (2018), Webchat, Phone or using our Power Track app (2016 and redesigned in 2020). All services are available 24/7 and have dedicated teams who are specifically trained for the channel they are engaging with.



If we do have an unexpected power cut, within 10 minutes we will be able to tell you what we are doing about it.

We endeavour to advise customers within 10 minutes of a power cut when they will be restored. In the event of a fault on our network a record is created in our Outage Management System and an estimated time of restoration (ETR) is generated based on the fault type and location. A message is then recorded and relayed to customers who call our 105 line. Information is also loaded into our Power Track app for customers who choose to access information digitally. Depending on the size or nature of the fault, an update may also be posted on our social media channels. Our PSR customers will be proactively contacted by our specialist team to ensure they have up to date information.



We want to make it easy for you to fill out a form by giving you the option of doing it online, by post, by phone or live chat.

We have multiple channels of contact available for our customers including phone, post, email, live chat and self-serve through our website.



We'll keep on asking you how we could do better and publish a report every year on what we're doing about it.

Through our various interactions with customers and stakeholders across our business activities, we take on board comments, both positive and negative, to improve our performance. These improvements are visible in our publications such as Incentives on Connections Engagement report (ICE) including associated looking back and looking forward reports; our Stakeholder Engagement and Consumer Vulnerability reports; and our Listening to our customers, informing our decisions, PSR Survey hosted on our external website and underpinned with a variety of communication platforms.





GLOSSARY



BROAD MEASURE OF CUSTOMER SATISFACTION (BMCS)

A customer satisfaction survey designed to drive improvements in the quality of the overall customer experience by capturing and measuring customers' experiences of contact with their DNO across the range of services and activities the DNOs provide.

BUSINESS CARBON FOOTPRINT (BCF)

Total amount of greenhouse gas emission caused directly and indirectly by a business or activity.

CUSTOMER INTERRUPTIONS (CI)

The number of customers interrupted (CI) per year. This is the number of customers whose supplies have been interrupted per 100 customers per year over all incidents, where an interruption of supply lasts for three minutes or longer, excluding re-interruptions to the supply of customers previously interrupted during the same incident.

CUSTOMER MINUTES LOST (CML)

The duration of interruptions to supply per year. This is the average customer minutes lost (CML) per customer per year, where an interruption of supply to customer(s) lasts for three minutes or longer.

DISTRIBUTED GENERATION (DG)

Distributed generation (DG) is an electricity generating plant connected to a distribution network rather than the transmission network.

DISTRIBUTION FUTURE ENERGY SCENARIOS (DFES)

The Distribution Future Energy Scenarios outline the range of credible futures for the growth of the distribution network.

ENERGY NETWORKS ASSOCIATION (ENA)

The industry body funded by UK gas and electricity transmission and distribution licence holders.

FLUID FILLED CABLE (FFC)

Pressurised fluid filled underground cables – the fluid acts as an electrical insulator.

HIGH VOLTAGE (HV)

Voltages over 1kV up to, but not including, 22kV.

LOSSES

The difference between units entering and units exiting the DNO network through different connection points.

LOW VOLTAGE (LV)

This refers to voltages up to, but not including, 1kV.

PRICE CONTROL

The control developed by the regulator to set targets and allowed revenues for network companies.

PRIORITY SERVICES REGISTER (PSR)

A register of all customers in an electricity distribution area that are of pensionable age, disabled, chronically sick, require special communication needs, depend on electricity for medical reasons, or have children under 5, or require certain information and advice in alternate formats and languages.

REVENUE PROTECTION

The prevention, detection and recovery of losses caused by interference with electricity supplies (Non-Technical).

TOTAL RECORDABLE INJURY RATE (TRIR)

A calculation that takes into account the number of recordable incidents per number of hours works.

TRANSFORMERS

An electrical device that transfers electricity between two or more circuits.

TRANSMISSION CONNECTION POINT CHARGES (TCPC)

Charges payable by DNOs levied by a Transmission Licensee as connection charges, due to the number or nature of connections between the Distribution System and the GB Transmission System.

UNRESTRICTED DOMESTIC TARIFF

The Unrestricted Domestic Tariff Charge is the proportion of the electricity bill customers paid to us for using the electricity network. This is billed via the customers' suppliers.

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