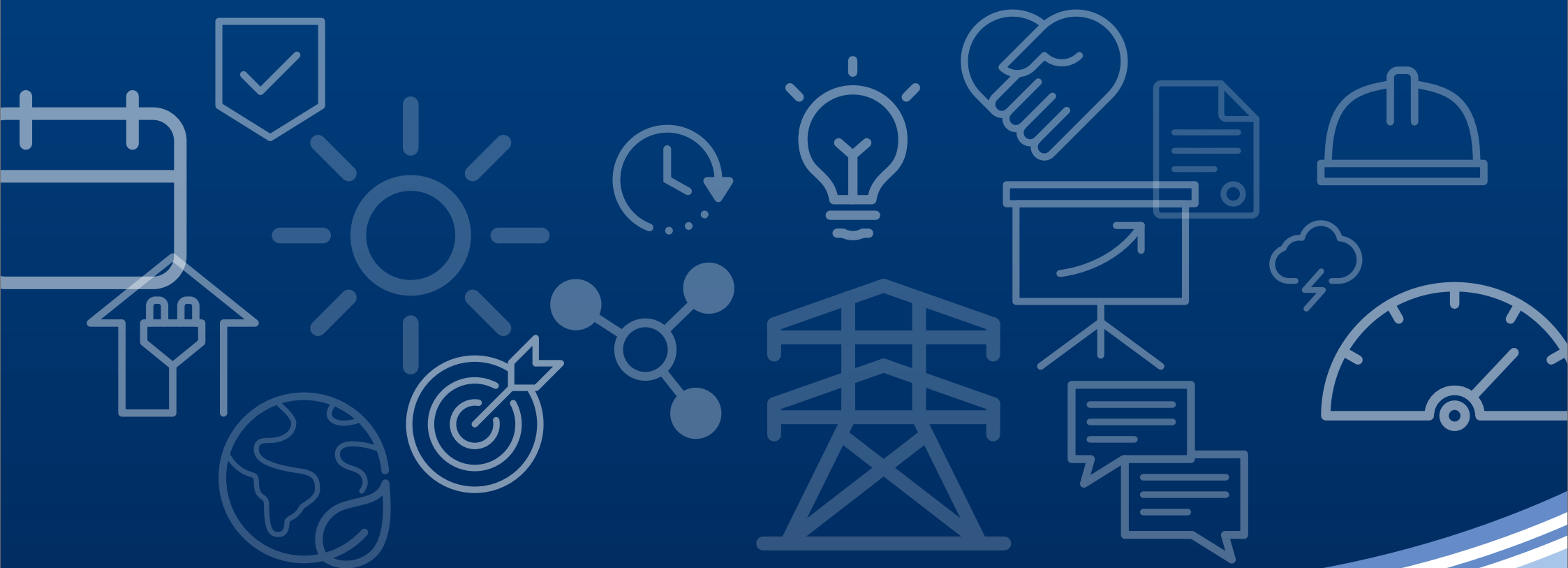


# Annual Business Plan Commitment Report 2018/19



# 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-50 energy company, SSE.

This report focuses on the two Distribution businesses, Scottish Hydro Electric Power Distribution plc (SHEPD), in the north of Scotland and Southern Electric Power Distribution plc (SEPD) in central southern England.

Together, these networks serve over 3.8 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 'power our communities' by investing in and maintaining, the systems of overhead lines, underground and subsea cables, that transport electricity to homes and businesses.

## SHEPD

**778,304 customers'**

homes and businesses served

**49,356.7km**

of overhead lines and underground/subsea cables

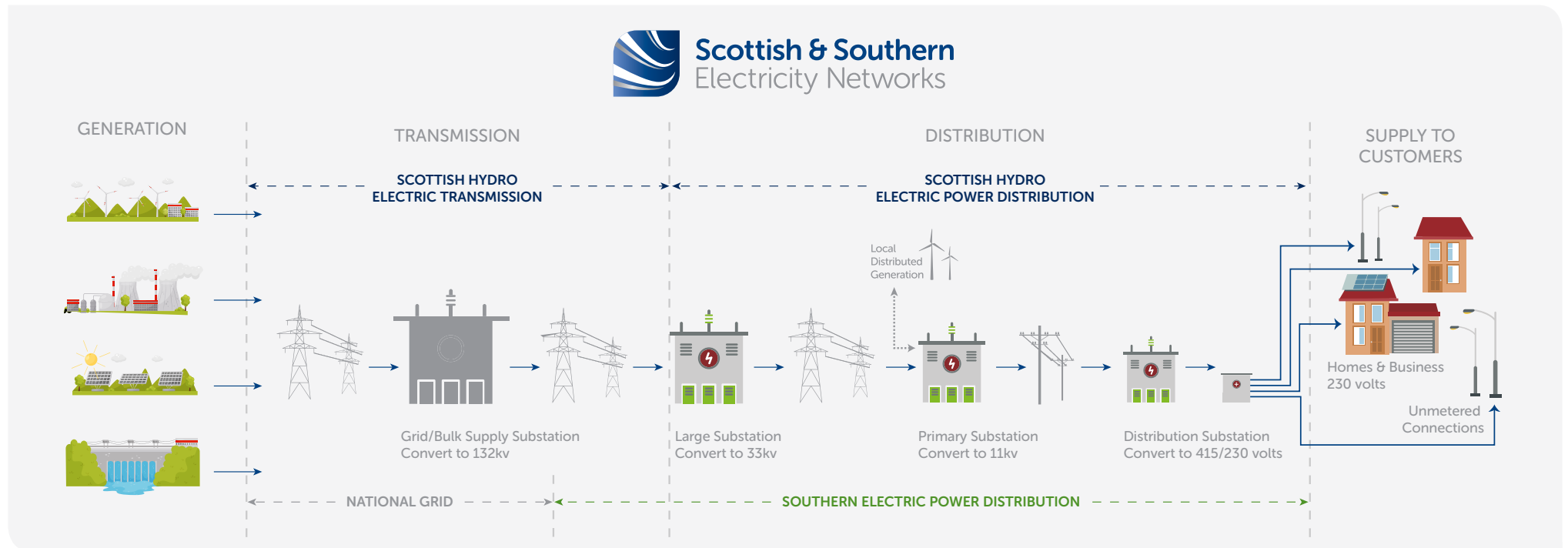
## SEPD

**3,067,988 customers'**

homes and businesses served

**77,710km**

of overhead lines and underground cables



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The price base for all monetary values is 2012/13

# Managing Director's Message

As a company that delivers an essential public service, it is important that our customers and stakeholders have visibility of our performance and delivery targets and can track our progress against them. This level of transparency is vital to maintaining public trust.

**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.**

As you will learn from this annual report, we have made significant progress in 2018/19 towards achieving the commitments we set ourselves at the start of the RIIO-ED1 regulatory price control period and, while there is still much work to do, we remain on track for delivery by the end of the RIIO-ED1 period in 2023.

On the fundamental issue of safety, we delivered our lowest TRIR (Total Recordable Injury Rate) on record in 2018/19. This has not made us complacent, however, and through our licence – **If it's not safe, we don't do it** – we continue to progress internal and external initiatives to educate, inform and further embed a positive safety culture.

Providing a safe and secure supply of electricity to the homes and businesses we serve requires a continuous programme of investment in our network. During 2018/19, focused investment has delivered progress towards our reliability and availability commitments.

Our connections team has also delivered a strong performance during the year, exceeding performance targets in both the time taken to progress customer

quotations and deliver connections, alongside significant improvements in the service to customers. This included introducing a dedicated Customer Account Manager process to improve communication and accountability.

An improvement in our service was recognised by achieving two service industry standards, including the ServiceMark from the Institute of Customer Service, a national measure of customer satisfaction across 13 key sectors and BS18477:2010, the British Standard for Inclusive Service Provision.

We've also made progress in the way we meet our social obligations, improving and broadening the service we deliver for vulnerable customers during supply interruptions and taking further steps to deliver a truly inclusive service provision.

Climate change is an issue that is, rightly, now front and centre of our thinking. Earlier this year, I was delighted to see the UK and Scottish governments commit to ambitious net-zero emission targets, that will require all parts of the energy industry to step up to the challenge and do their part. To this end, our environmental commitments, which are centred around reducing and limiting our contribution to emissions, will be an area of increasing focus in the years ahead. Looking to the future, it's clear the energy,

transport and heat sectors are in the midst of a fundamental change, in which we will play a key role, helping to facilitate this change.

Managing this transition to a smart, flexible network is important for many reasons, but we must ensure this shift takes place alongside sustained performance improvements in the areas set out in this report and improved efficiency to ensure we continue to deliver a safe and reliable network and value for money for consumers.

By maintaining a strong focus on the delivery of our business plan commitments, we can enable the network of the future, while continuing to deliver for our customers today. I look forward to our teams accelerating this progress in the remainder of RIIO-ED1 and beyond.

**Colin Nicol**  
Managing Director  
SSEN



# Scottish Hydro Electric Power Distribution (SHEPD)

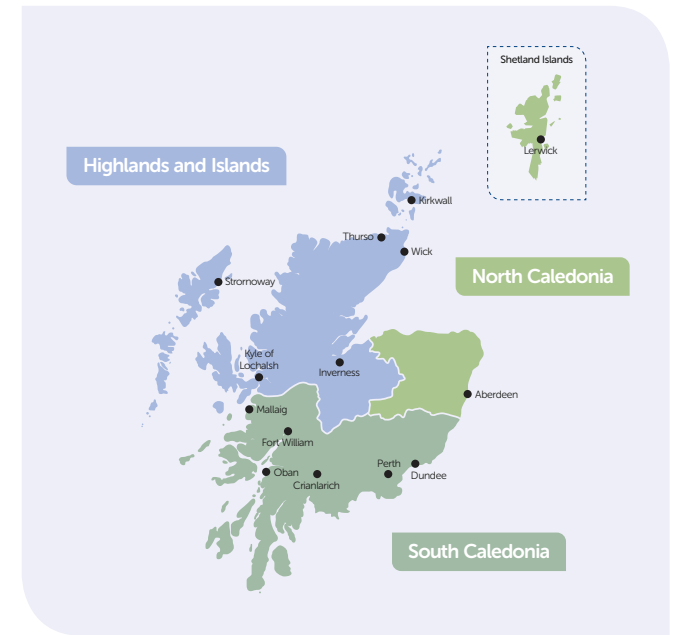
The electricity distribution network in the north of Scotland covers a quarter of the UK landmass and provides power to our 778,304 customers. This vast region includes towns and cities like Aberdeen, Dundee, Inverness and Perth and spans remote and rural locations across northern Scotland, with over 100 subsea cable links connecting most Scottish islands to the mainland.

**The remote and rural nature of parts of the areas we serve, means we face some of the most challenging conditions in winter months. We work all year round to provide homes and businesses with a safe and reliable supply of electricity, continually investing and modernising our equipment through a series of targeted projects to upgrade, strengthen and improve the resilience of the network.**

Our commitment to our customers goes beyond ensuring a reliable supply of electricity. We work hard to ensure the most vulnerable are supported when they need us most, always looking for ways to improve the service we provide to make sure it's inclusive and accessible to all, working with resilience partners and trusted third-party organisations to help build resilience across our communities.

We're proud of our performance in 2018/19, but we know we must continuously strive to improve by investing in our network, improving the support we provide to our customers, delivering timely and efficient connections and keeping people safe.

**Dale Cargill**  
**Director of Customer Operations**  
**SHEPD**





# Performance Snapshot 2018/19

## Scottish Hydro Electric Power Distribution (SHEPD)

### Our Network



**778,304 customers**

served across our regions

**49,356.7km**

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

### Customer Satisfaction



**9.1/10**

Overall Broad Measure of Customer Satisfaction Score

**Zero Penalties**

Penalties Incurred under the Incentive of Connections Engagement (ICE) Scheme

**3.95/10**

Stakeholder Engagement and Consumer Vulnerabilities Score

### Environmental Impact



**26,787.82 (tCO<sub>2</sub>e)**

Total Business Carbon Footprint (excl. losses)

### Finance



**£165m**

Total 2018/19 Expenditure  
Expenditure was 102% of our allowance

**£108.90**

Unrestricted Domestic Tariff Charge  
Excl. domestic customer rebate

### Reliability



Average number of interruptions per 100 customers per year

**70.00**

Customer Interruptions

including exceptional events e.g. extreme weather

**65.06**

Customer Interruptions

excluding exceptional events

Average number of minutes a customer is off supply

**60.00 mins**

Customer Minutes Lost

including exceptional events e.g. extreme weather

**49.09 mins**

Customer Minutes Lost

excluding exceptional events

### Connections



Time to quote a connection offer

**2.86 days**

Single Connections

average no. of working days to provide an offer

**5.34 days**

2-4 Connections

average no. of working days to provide an offer

Time to connect following acceptance of a connection offer

**22.10 days**

Single Connections

average no. of working days following acceptance

**27.80 days**

Single Connections

average no. of working days following acceptance

### Innovation



Currently subsea cable condition is assessed by routine inspection by divers or Remotely Operated Vehicles (ROVs). It can be challenging to identify cable movement, damage or fault locations without these inspections, which prove both costly and technically challenging. In addition, existing fault detection techniques are used after a fault occurs within an accuracy range of approximately 150m on a 15km cable.

In August 2018, SSEN embarked on Project SUBsense, utilising £1.5m of the Network Innovation Allowance. This three-year project aims to install a real time monitoring system that employs Distributed Acoustic Sensing (DAS). This means real-time monitoring and alerts are issued to our control room if there is potential cable movement, fault or damage. A further benefit is that the location of an event can be accurately identified to within +/- 10m using the DAS system. When an alert is issued, corrective actions can be taken, ranging from mobilising an inspection vessel, to completing repairs, or educating other marine users of activity near cables.

If you want to find out more about Project SUBsense, head to [subsense.co.uk](https://www.subsense.co.uk)



### Safety



**'If it's not safe, we don't do it'**

Our safety licence is embedded across our business and our priority is to firmly focus on keeping our people, our customers and our communities safe.

This year, we've worked closely with third parties and partners, including first responders, like the Scottish Fire and Rescue Service, to extend and amplify the reach of our safety messaging. We continue to work hard to reach agricultural communities and contractors in the north of Scotland who are working in close proximity to our power lines and electrical equipment, by delivering vital safety messages to ensure everyone goes home safely at the end of every working day.



# Southern Electric Power Distribution (SEPD)

SEPD serves 3,067,988 customers in its central southern England distribution area, representing a diverse mix of communities across a variety of locations including cities, coastal towns and countryside villages.

**We are committed to providing a safe, secure and cost-effective service for each customer and this means understanding the different challenges we face, whether in Swindon, Windsor or the Isle of Wight.**

We are investing in our network infrastructure to accommodate increasing customer numbers and changing customer demand. The customers we serve are at the forefront of our minds when it comes to our decisions to adopt technologies which support the transition to a low-carbon economy and we are investing to accommodate this change.

This year, SEPD has hosted stakeholder forums and participated in community events, from London Mela to Countryfile Live. This has helped maintain a dialogue with our customers and ensure they are central in every decision we make. Working collaboratively with charities, hospitals and other companies has helped significantly increase Priority Services Register (PSR) registrations, allowing us to provide extra support to those that need it during supply interruptions.

This year we also launched Project Local Energy Oxfordshire (LEO), which will test the electricity system to ensure we keep pace with customer needs in this price control and in future price controls, ensuring they happen in an efficient manner. That's why we are also sponsoring the Centre for Sustainable Energy's 'Smart and Fair' research programme, so the benefits of a smarter, low-carbon energy system are shared by all our customers.

**Stuart Hogarth**  
**Director of Customer Operations**  
**SEPD**



# Performance Snapshot 2018/19

## Southern Electric Power Distribution (SEPD)

### Our Network



**3,067,988 customers**

served across our regions

**77,710km**

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

### Customer Satisfaction



**8.5/10**

Overall Broad Measure of Customer Satisfaction Score

**Zero Penalties**

Penalties Incurred under the Incentive of Connections Engagement (ICE) Scheme

**3.95/10**

Stakeholder Engagement and Consumer Vulnerabilities Score

### Environmental Impact



**29,870.04 (tCO<sub>2</sub>e)**

Total Business Carbon Footprint (excl. losses)

### Finance



**£304.8m**

Total 2018/19 Expenditure  
Expenditure was 100.3% of our allowance

**£65.40**

Unrestricted Domestic Tariff Charge  
Excl. domestic customer rebate

### Reliability



Average number of interruptions per 100 customers per year

**51.48**

Customer Interruptions

including exceptional events e.g. extreme weather

**50.64**

Customer Interruptions

excluding exceptional events

Average number of minutes a customer is off supply

**46.26 mins**

Customer Minutes Lost

including exceptional events e.g. extreme weather

**46.26 mins**

Customer Minutes Lost

excluding exceptional events

### Connections



Time to quote a connection offer

**3.11 days**

Single Connections

average no. of working days to provide an offer

**8.65 days**

2-4 Connections

average no. of working days to provide an offer

Time to connect following acceptance of a connection offer

**31.84 days**

Single Connections

average no. of working days following acceptance

**40.29 days**

Single Connections

average no. of working days following acceptance

### Innovation



In 2018/19, SEPD (and SHEPD) took the industry-leading decision to offer flexible connection options to generation customers as business as usual.

Flexible connections allow customers to connect to the distribution network quicker and often at lower cost. They have been rolled out following feedback from our Stakeholder Advisory Panel, demonstrating our commitment to respond to the needs of customers.

Key learning from innovation projects, such as Solent Achieving Value from Efficiency (SAVE), has also provided valuable learning regarding how customers respond to energy efficiency measures and how this can help us manage peak demand on our network and improve efficiency of investment decisions. This will provide an opportunity to deliver wider benefits and savings for the households, businesses and the communities we serve.

Find out more about the SAVE project:  
[save-project.co.uk](http://save-project.co.uk)



### Reliability and Safety



#### 'If it's not safe, we don't do it'

Our safety licence is embedded across our business and our priority is to firmly focus on keeping our people, our customers and our communities safe.

Safety around our critical infrastructure remains a key focus. This year, representatives from SSEN have been going into schools to promote 'Power Pack Pals', our interactive learning programme that helps pupils better understand safety around the network.

This, alongside our partnership with the National Farmers Union on agricultural safety, is helping SSEN promote our safety licence 'if it's not safe we don't do it' and the emergency 105 number to a wider audience.





# Supporting the Transition to a Low Carbon Economy

We are fully aware that customers want increased flexibility, choice and efficiency in the power delivered to their homes and businesses and with the advent of the Distribution System Operator (DSO), we have worked throughout the year on several innovative projects to trial technology to support our customers future demands, including the publication of our 'Supporting a Smarter Electricity System' report and our pivotal involvement in 'Project Local Energy Oxfordshire (LEO)'.

## Supporting a Smarter Electricity System

At SSEN we know we must make swift progress towards a smarter electricity system if we are to meet our customers' expectations. We must be ready to adapt to this rapidly changing environment, which means focusing on innovation, learning by doing and making smarter investment decisions.

Rather than producing a plan that assumes we know what the future holds, our Supporting a Smarter Electricity System report ([ssen.co.uk/SmarterElectricity/Report](https://ssen.co.uk/SmarterElectricity/Report)) outlines the principles we will adhere to in the transition, including from a Distribution Network Operator (DNO) to a Distribution System Operator (DSO), what that means for our wider network and, most importantly, our customers.

Our transition principles are built around three priorities: **customers, costs and collaboration** and are designed to ensure our transition to a neutral market facilitator role takes place efficiently, cooperatively and in the best interests of all market users.

Following the publication of this report, we continued to engage with stakeholders, directly and through the ENA's Open Networks project, to achieve a phased transition that will be customer focused, cost efficient and collaborative with other stakeholders in the industry.

## DSO – Your Response

At our DSO Event: Our Next Steps..., we shared the responses that were received from our DSO Consultation, you can view the report here: [ssen.co.uk/DSOYourResponse](https://ssen.co.uk/DSOYourResponse)

## Your Electricity Grid in 2032 - future electricity growth scenarios for SSEN South

On the 15th November 2018, SSEN hosted a stakeholder event at Forbury. At the event, we presented the preliminary findings from our local energy scenario analysis which was being undertaken by Regen, a not-for-profit centre of energy expertise and market insight.

## Project LEO

SSEN announced in 2018 it would be a significant partner in Project Local Energy Oxfordshire (LEO), which is one of the most ambitious, wide-ranging, innovative and holistic smart grid trials ever conducted in the UK. LEO will improve our understanding of how opportunities can be maximised and unlocked from the transition to a smarter, flexible electricity system, and how households, businesses and communities can realise its benefits.

The UK's electricity system is changing. The increase in small-scale renewables and low-carbon technologies is creating opportunities for consumers to generate and sell electricity, store electricity using batteries, and even for Electric Vehicles (EVs) to reduce demand and alleviate constraints on the electricity system by charging at periods of low demand.

Project LEO seeks to create the conditions that replicate the electricity system of the future to better understand these relationships and grow an evidence base that can inform how we manage the transition to a smarter electricity system. It will inform how DSOs function in the future, show how markets can be unlocked and supported, create new investment models for community engagement and support the development of a skilled community positioned to thrive and benefit from a smarter, responsive and flexible electricity network.



For further details view here: [project-leo.co.uk](https://project-leo.co.uk)

# Our 6 Output Areas

We have maintained the same principals to reporting on our 12 core commitments established last year through engagement sessions with customers and our Stakeholder Advisory Panel.

We have enhanced our grading approach to each commitment and consistently applied it to the monitoring of all our commitments. The introduction of our grading levels will allow customers to clearly see where we are against our commitment and allow us to focus on areas of improvement and plan accordingly through the remainder of RIIO-ED1 price control period. Grading levels at the base of this page.



## 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%.



## 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.



## 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.



## 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.



## 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.



## 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.



# 1: Reliability

## Ensuring a Reliable Supply of Electricity

Stakeholder feedback informs us that the reliability of our network and electricity supply is one of the most pressing and immediate priorities for our customers. Our core purpose is to deliver on commitments to provide a safe and reliable supply of electricity, keeping the lights on for the households, businesses and communities we serve.

We remain focused on continually reducing both the number of supply interruptions our customers experience, as well as their duration. In 2018/19, we have continued to invest in our network to maintain, replace or refurbish assets which may have defects that require attention, or are at the end of their service life due to their condition.

We have also invested in automation devices which allow us to remotely restore electricity supply when there is a fault.

### Output 1 – Key Highlights



#### Bidoyngs Usage

1,660 Supply Interruptions avoided  
336 faults pinpointed with 297 permanent repairs made



#### Network Upgrade

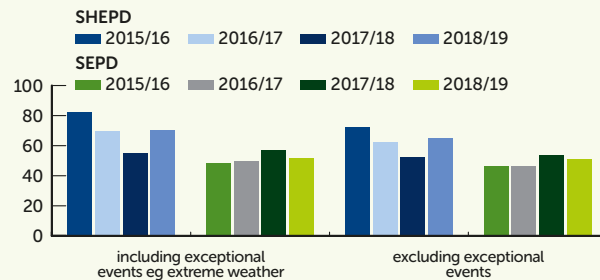
480km of 11kV circuit identified for replacement



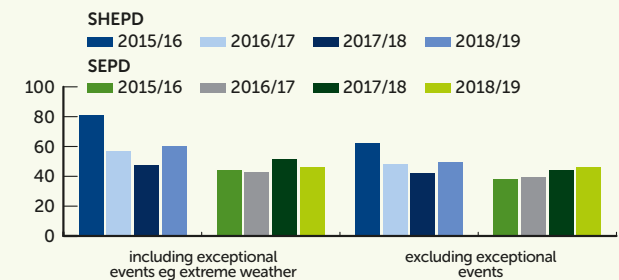
#### Circuit Reinforcement

2018/19: 11km

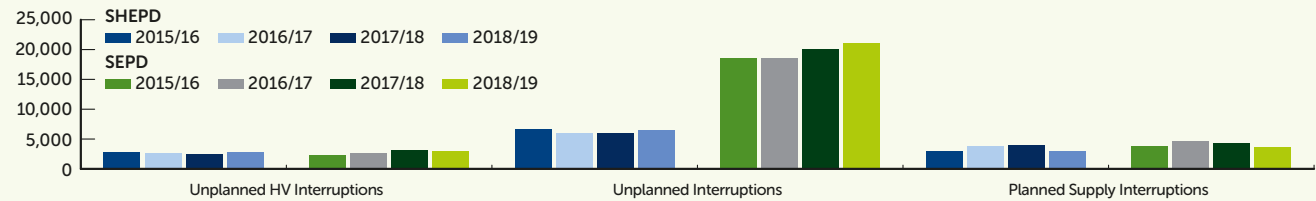
#### Customer Interruptions (average per 100 customers)



#### Customer Minutes Lost (average per 100 customers)



#### Supply Interruptions (total numbers)



Overall status against plan:





# 1: Reliability

## COMMITMENT 1

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

As outlined below, since 2012/13 we have seen an overall improvement in Unplanned Supply Interruptions for both SHEPD and SEPD.

Customers in our SHEPD area benefited from a 9.6% decrease in Unplanned Interruptions for 2018/19 (6,425) against our 2012/13 baseline (7,113). However, following our best-ever performance in 2017/18, performance slipped slightly in 2018/19. This was largely due to third party actions rather than failure of our equipment and were largely outwith our control. We continue to roll out automation which help reduce the number of faults customers experience.

Customers in our SEPD area have benefited from a 2.8% decrease in Unplanned Interruptions since our baseline target of 12/13 (21,690 down to 21,064). However, there has been a change in performance against last year with an increase of 5.1% from 2017/18. One contributing factor is that the network was adversely affected by the heatwave in the summer of 2018 and also periods of heavy rainfall that did not qualify for exceptional events. As this appears to be an emerging trend, we are reviewing data to enable changes to be made to policy and strategy where relevant going forward. Third party damage also had an impact on our performance.

Further action is in place to work with parties such as the Farmers Union, the public and developers to provide information about our network and Dial Before You Dig services.

To better improve our reliability, we also continue to focus on sectionalising the HV (High Voltage) networks through the installation of automation systems. This minimises the impact of a fault as the automation systems rapidly identify fault locations and operate switches on the network to restore as many customers as possible without the need for human intervention.

In SHEPD, there were 91 successful operations of the automation equipment which positively resulted in the restoration of 26,610 customers and in SEPD there were 309 successful operations, resulting in the restoration of 302,229 customers. This avoids Unplanned Interruptions for many of our customers, who would otherwise be affected. Previously, customers would have had to wait for our engineers to arrive on site to carry out further investigation or manually operate the equipment to restore supplies.

For both areas, Customer Minutes Lost also increased compared to the previous year. The average duration of faults has decreased by 9% from 82 minutes to 75 minutes in SHEPD and remained constant at 89 minutes in SEPD.



Case Study  
**Invergarry Landslide**



**+23,000**  
properties affected by landslide



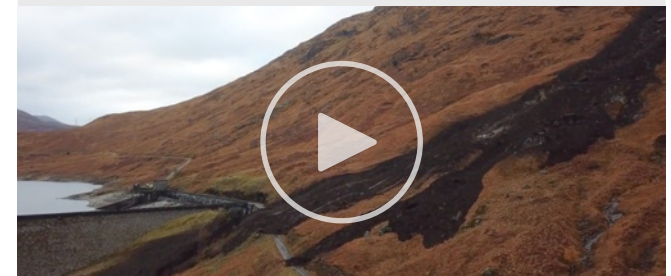
**1 helicopter**  
deployed to survey affected area



**2 back up power stations**  
on Western Isles used to maintain supply



**2 teams**  
Transmission (SHET) and Distribution (SHPED) teams working to restore supplies



Drone footage of landslide

Status against plan:







# 1: Reliability

## COMMITMENT 2

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

The relevant measures implemented in RIIO-ED1 by Ofgem under this commitment is Worst Served Customers (WSC); this is a measure of the number of customers experiencing 12 or more High Voltage (HV) interruptions over a three-year period, with a minimum of three HV unplanned interruptions in one year.

In 2018/19, both our licence areas saw an increase in the number of customers that met these criteria. There were several factors that influenced this increase as outlined in Commitment 1 for Reliability. We recognise the impact these interruptions have on our customers and are rolling out further initiatives, such as focussed tree cutting and network automation, to help improve performance going forward.

Customers who experience three or more unplanned supply interruptions in a year.

	SHEPD	SEPD
2015/16	26,899	8,910
2016/17	19,429	2,990
2017/18	8,980	2,194
2018/19	9,551	4,267



Status against plan:





## 2: Social Obligations

### Supporting our Customers in Vulnerable Positions







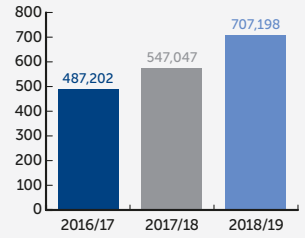






In both our license areas, we have a deeply embedded culture of doing the right thing for our customers. Our teams work across the communities we serve supporting customers 24 hours a day, seven days a week, so for us, providing support for customers who are in vulnerable situations is second nature. Our approach to supporting vulnerable consumers ensures we continue to expand the range of services we provide for all our customers.

Work continued this year to enhance our services to ensure that they are both inclusive and accessible. This included the production of key Priority Services Register (PSR) information in Easy Read format and the deployment of ReciteMe, a market leading online accessibility toolbar, on our website. Find out more about the Priority Services Register at [ssen.co.uk/PSR](https://ssen.co.uk/PSR)

Over 2018/19 we increased the breadth and depth of partnerships which support our most vulnerable customers, with 39 new partnerships created. We are

proud of the partnerships that aim to tackle fuel poverty, and we are the only DNO to support both National Energy Action and Energy Action Scotland, helping them to support the estimated 3.5m people in fuel poverty right across the UK, not just in our distribution areas.

For more information on our Consumer Vulnerability Strategy, activities and access to more detailed reports, please visit [ssen.co.uk/StakeholderEngagement/VulnerabilityStrategy](https://ssen.co.uk/StakeholderEngagement/VulnerabilityStrategy)

Output 2 – Key Highlights										
 <p><b>862,146 warnings</b> to PSR customers in advance of adverse weather conditions</p>	 <p><b>+4,000 welfare packs</b> Over 4,000 welfare packs were issued to our customers</p>	 <p><b>BSI achieved for 4th year</b> British Standard for Inclusive Service Provision awarded for the 4th consecutive year</p>								
 <p><b>700+ healthcare professionals</b> were delivered PSR promotional material</p>	<p><b>Community Funded Projects</b></p>  <p><b>£190,579</b> awarded over 26 projects in central southern England</p> <p><b>£186,672</b> awarded over 35 projects in the north of Scotland</p>									
 <p><b>39 new partnerships</b> created during 18/19, widening partnership network and collaborative activities</p>	<p><b>PSR customer growth</b></p>  <table border="1"> <caption>PSR customer growth</caption> <thead> <tr> <th>Year</th> <th>Customer Count</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>487,202</td> </tr> <tr> <td>2017/18</td> <td>547,047</td> </tr> <tr> <td>2018/19</td> <td>707,198</td> </tr> </tbody> </table>	Year	Customer Count	2016/17	487,202	2017/18	547,047	2018/19	707,198	 <p><b>+1.9m</b> people reached by winter campaign TV advertising with 6m views</p>  <p><b>8,822k</b> radio listeners <b>c.21m</b> digital impressions</p>
Year	Customer Count									
2016/17	487,202									
2017/18	547,047									
2018/19	707,198									
 <p><b>27,217 PSR+1 customers</b> escalated to new category including those reliant on powered medical equipment</p>	 <p><b>26% awareness</b> In our annual Domestic Customer Survey, 26% of customer were aware of PSR</p>	 <p><b>Tackling fuel poverty</b> <b>1,133:</b> 4 x more households helped this year <b>£102,576:</b> amount invested in energy efficiency partnerships and projects <b>£200,673:</b> Annual Savings* on bills for customers <b>£177.11:</b> Average Annual Saving per household <small>*Savings relate to customers who benefited from our assistance.</small></p>								
 <p><b>92.7% PSR satisfaction</b> Customer Satisfaction Score</p>	<p><b>Overall status against plan:</b> ★★☆☆☆</p>									



## 2: Social Obligations

### COMMITMENT 1

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

Our dedicated Priority Services Register team provides support to both our contact centres and regions before, and during, prolonged supply interruptions.

When bad weather is approaching, we text all PSR customers that may be affected. Last year we provided 862,146 advance weather warnings to our PSR customers most likely to be severely affected. We make every attempt to call our PSR customers, to ensure that they are prepared. In addition to this, our PSR team proactively call PSR customers in known areas affected by an unplanned supply interruption to determine if their supplies are affected and offer assistance where required.

We have a Central Welfare Team and a Storm Welfare Lead, whose roles are dedicated to quickly getting help to those who are most vulnerable, using insights from our Customer Mapping Tool and network/engineering data. They have also enhanced customer communication channels as our Storm Welfare Lead is in constant contact with our customer-facing teams.

Our storm process has been reviewed by our Inclusive Service Panel. Improvements include:

- Checking emergency hotel accommodation for disability access, dietary requirements and even whether pets are welcome.
- Entering into a partnership with Just Eat that began in March 2019 with a purpose to better meet the needs of customers with medical, ethical and religious dietary requirements to cater for all customers during longer power cuts and storms.

During 2018/19, our Customer Mapping Tool has continued to be widely used across the business and the insights provided by the tool assists decision making, ensuring the right support is provided where it is needed most.

We continue to work with Emergency Planning Officers and Local Resilience Forums across both SHEPD and SEPD. Engagement includes participating in exercises to test resilience plans with Local Authorities, emergency services and government bodies. We have also partnered with charities and local groups, such as Dementia Action Group West Berkshire and Deaf Scotland, to promote our services across their service user base.

Storm name	Calls taken	Homes reconnected (circa)	Contact made with PSR customers (over)	Social media conversations
Ali	+8,000	28,000	125,00	+950
Bronagh	+2,800	25,000	255,00	+900
Deirdre	+7,000	18,000	5,900	+950
Erik	+1,900	15,000	133,00	+900
Freya	+5,000	13,000	133,200	+1,500
Gareth	+3,800	7,000	78,500	+1,300

Status against plan:





## 2: Social Obligations

### COMMITMENT 2

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

Supporting our customers with communication difficulties in all customer-facing information and processes is now firmly embedded across the business and considered best daily practice.

Our customer communications are clear, free from engineering terms or jargon and are in customers' preferred format. Where written communication is used, it is sent from a named person and includes contact details.

We strive to continue to improve the accessibility and inclusivity of not just our communications, but also our customer service and online channels. We actively engage with customers and stakeholders and by listening to their feedback, we find ways of improving our communication methods and inclusivity. Our Inclusive Service Panel is independently chaired and comprises of experts, who provide value to our decision-making processes, through their experiences and expertise. They bring suggestions of best practice, as well as challenging us to continue to push the boundaries of what is possible.

Key developments in 2018/19	
	Commenced use of WhatsApp as a communication medium
	Most accessible UK energy website as audited by Sitemorse
	Multi-language social media messages as part of the winter campaign
	Translation cards to use during power cuts

For more information on SSEN's Priority Services Register, to register yourself, or someone you know who could benefit from free extra support during a power cut, visit [ssen.co.uk/PriorityServices](https://ssen.co.uk/PriorityServices)



For many businesses, 'inclusion' has become a buzz word, an opportunity to be seen to be doing the right thing without the need to challenge the way they think, the way they feel, or the way they behave. Within Scottish and Southern Electricity Networks, I have seen a real passion and desire to ensure their services are more inclusive for all the customers they serve.



Richard Shakespeare  
Chair  
SSEN Inclusive Service Panels



Status against plan:







# 3: Safety

## Keeping People Safe Around Our Equipment

We are committed to safe and sustainable working practices, in compliance with health and safety standards, that protects our employees, environment, contractors and customers alike. We encourage all members of staff to use our licence, "if it's not safe, don't do it" and have been educating our

communities about the potential dangers of electricity. We are also committed to employee wellbeing and there has been a strong focus on health-related initiatives through a network of Mental Health First Aiders and support from specialists.



Find out how to stay safe:  
[ssen.co.uk/safety](https://ssen.co.uk/safety)

### Output 3 – Key Highlights

#### Total Recordable Injury Rate (TRIR)

**0.29%** **0.20%** **0.19%**  
2016/17 2017/18 2018/19



#### Incidents (TRIR)

**41** **28** **24**  
2016/17 2017/18 2018/19



#### +3,200 children

learned importance of staying safe near our equipment from our School Safety Programmes

#### 3-year enduring programme

Award winning Influencing Behaviours Programme  
Building on success we began a 3-year enduring programme



#### "If it's not safe, we don't do it!"

Continue to engage with and empower our workforce to work safely and use their safety licence



#### Quarterly Safety Forums

Allow open dialogue with Contractor Partners, their Suppliers and Sub-Contractors



#### 99.92%

Combined workforce (employees and contract partners) sent home safe every day

#### 'Look Out, Look Up!' Campaign



**23,000**  
stakeholders engaged



**750**  
tractor cab stickers

distributed to agricultural machinery manufacturers



**75%**  
reduction

in injuries involving agricultural machinery

Overall status against plan:





# 3: Safety

## COMMITMENT 1

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

In 2017/18, we introduced you to the 'Influencing Behaviours' programme that was experienced by 4,600 employees and contract partners alike. The programme identified that people, their behaviours, attitudes and actions are more important than procedures for achieving safe outcomes.

During 2018/19, we continued to build on the work and have now migrated the programme from our expert partners, Karrdale, to our own in-house Learning and Development Team, with a further 1,278 employees and contract partners taking part in this training.

The success of the 'Influencing Behaviours' programme has been recognised externally with two awards won in 2018/19. We picked up the Health and Safety Initiative of the Year at the inaugural Network Awards 2019 in Birmingham this spring and the Utility Week safety award in Manchester in July 2018. You can find out more about these awards on our webpage [news.ssen.co.uk/news](https://news.ssen.co.uk/news)

We are endorsing and encouraging our employees and contract partners to use their licence 'If it's not safe, we don't do it'. This, coupled with the awareness of incidents caused by Human factors, highlighted through 'Influencing Behaviours,' has seen another improvement in our Total Recordable Injury Rate (TRIR) with a 5% fall to 0.19 for the year.

We will continue to build on the good foundations we have put in place to influence the reduction of incidents over the coming twelve months.



Status against plan:



# 3: Safety

## COMMITMENT 2

**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 continued to focus on improving public safety during 2018/19 and supported a learning initiative with the emergency Fire and Rescue Services to help keep their teams educated and informed on how to deal with incidents involving the electricity supply network.

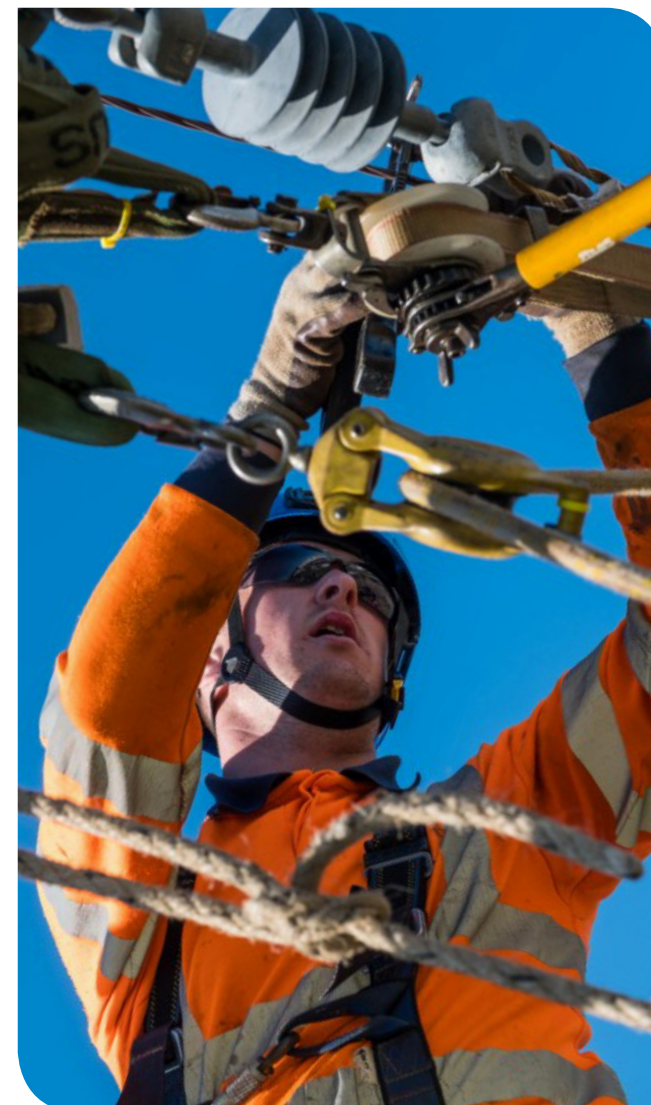
Education has formed a primary focus for us during the year and we have participated in a number of proactive engagements that help third parties to identify electrical assets, work safely nearby and easily report any issues to us. The increased level of understanding by third parties has resulted in a 30% increase in the number of reported incidents to SSEN via the 105 Emergency number and a corresponding decrease in the number of reported incidents involving harm.

The second phase of the "Look Out, Look Up" campaign began in 2018/19, focusing on multi-drop loading and unloading activities, increasing the awareness of the presence of overhead lines and advising operators on what to do in an emergency.

We have actively participated in the development of a short video to support this phase and have worked with the Energy Networks Association (ENA) Public Safety Committee to align with industry best practice. To see the video please visit [ssen.co.uk/WorkingSafely](https://ssen.co.uk/WorkingSafely)

In our 2017/18 report we told you we were revising our public safety strategy for 2018/19, including safety for all heavy machinery and vehicles. Our targeted approach to farm machinery safety has continued through the year with our teams visiting the suppliers of heavy machinery, excavators and tractors to promote safe working practices and provide simple safety guidance that can remain with the vehicle through its lifetime. This is achieved through cab stickers and also leaflets on our "Look out, Look up" campaign. You can find out more via [ssen.co.uk/safety](https://ssen.co.uk/safety)

We are not complacent with the improvements that have been made and we are continuing to seek innovations and improvements to help us deliver further benefits. SSEN remains committed to raising public awareness of the dangers associated with the electricity system and continues to develop and refine our strategy to achieve this goal.



Status against plan:







# 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 greener business with a view to reducing the negative impact we have on our surrounding environment.

This includes looking at innovative ways to reduce our carbon footprint by looking at reductions in the amount of electrical losses through equipment, operational efficiency and electrical theft. Sustainability is one of our core values that we try to uphold as we manage the challenges we face operating within our two licensed network distribution areas.



Our 2018/19 Environmental Report is available on our website: [ssen.co.uk/DistributionPriceControlReview](https://ssen.co.uk/DistributionPriceControlReview)

### Output 4 – Key Highlights



**56,658 tCO<sub>2</sub>e**

Total Business Carbon Footprint (excluding losses)



**SHEPD 10.93km  
SEPD 17.04km**

Fluid filled cables removed since 1st April 2015



**2.6km**

of overhead lines undergrounded and energised in 2018/19 in Areas of Outstanding Natural Beauty, National Parks and National Scenic Areas

Nominate a scheme: [ssen.co.uk/undergrounding](https://ssen.co.uk/undergrounding)



**24 environmental incidents (minor & above)**

(down from 35 in 2017/18)



### Visual Amenity Case Study **Loch Tummel: 0.27km of 33kV cable**

This circuit was nominated by a customer who completed an online survey available on our website. The survey allows customers, landowners and institutions to request sections of overhead electricity lines with high visual intrusion to be considered for undergrounding to reduce the visual and intrusive impact. The location of this circuit and the surrounding area, is designated by The Scottish Government as a National Scenic Area.

The overhead line is in an area of open space within the Allean forest and crosses an historic Iron Age ring fort.

This was a dominant discordant feature creating a high visual amenity impact in an Area of Outstanding Natural Beauty. The circuit also runs adjacent to a footpath that is used by the local public and tourists visiting the fort.

Work began in November 2018 and was delivered on time and within budget. The works cost £25,736, which was £13,264 under the RIIO Allowance and the new underground circuit was energised in January 2019.

If you want to find out how you can nominate a scheme head to [ssen.co.uk/undergrounding](https://ssen.co.uk/undergrounding)



Overall status against plan:







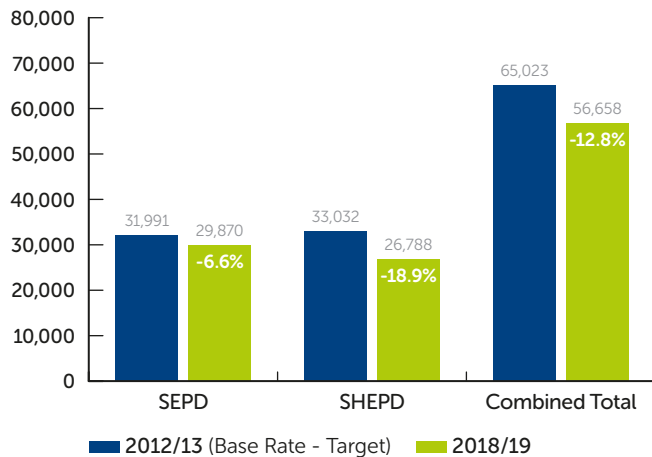
# 4: Environment

## COMMITMENT 1

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

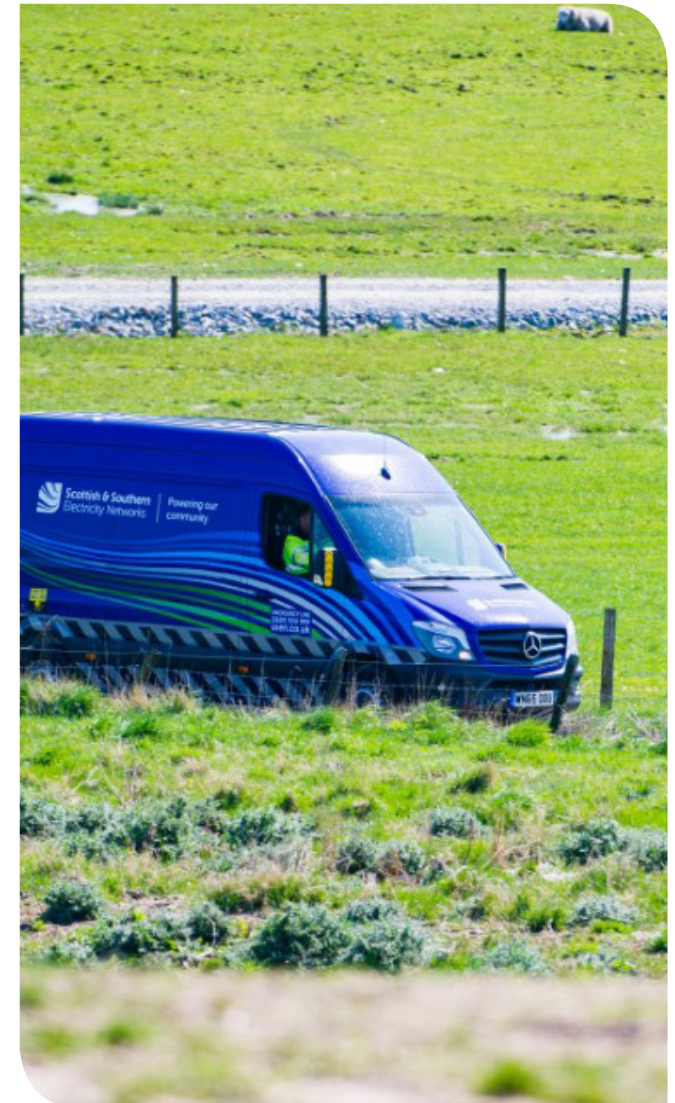
We continued to drive down our Business Carbon Footprint in 2018/19 (56,658 tCO<sub>2</sub>e) with a 3% reduction against 2017/18 (58,415 tCO<sub>2</sub>e) and a 12.9% reduction against the 2012/13 base values (65,023 tCO<sub>2</sub>e).

### Business Carbon Footprint



Greater focus on agile working by increasing the use of Skype video conferencing and shared systems through the adoption of Microsoft Office 365, plus a reduction in business travel, contributed to this positive downward trend. Looking to the two license areas, performance overall was good in SHEPD with a reduction of 18.9% against target. SEPD is also tracking well with a 6.6% reduction against target.

One such asset that we are looking to reduce the impact it has on the environment, is Fluid Filled Cables. We no longer install Fluid Filled Cables onto the Network, but in 2018/19 we continued to 'tag' our legacy assets with PFT (Perfluorocarbon Tracer) oil. This enables us to efficiently locate any leaks and swiftly carry out remedial action as required and we were the first UK DNO to trial the tagging technique and establish it as a business as usual practice.



Status against plan:





# 4: Environment

## COMMITMENT 2

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

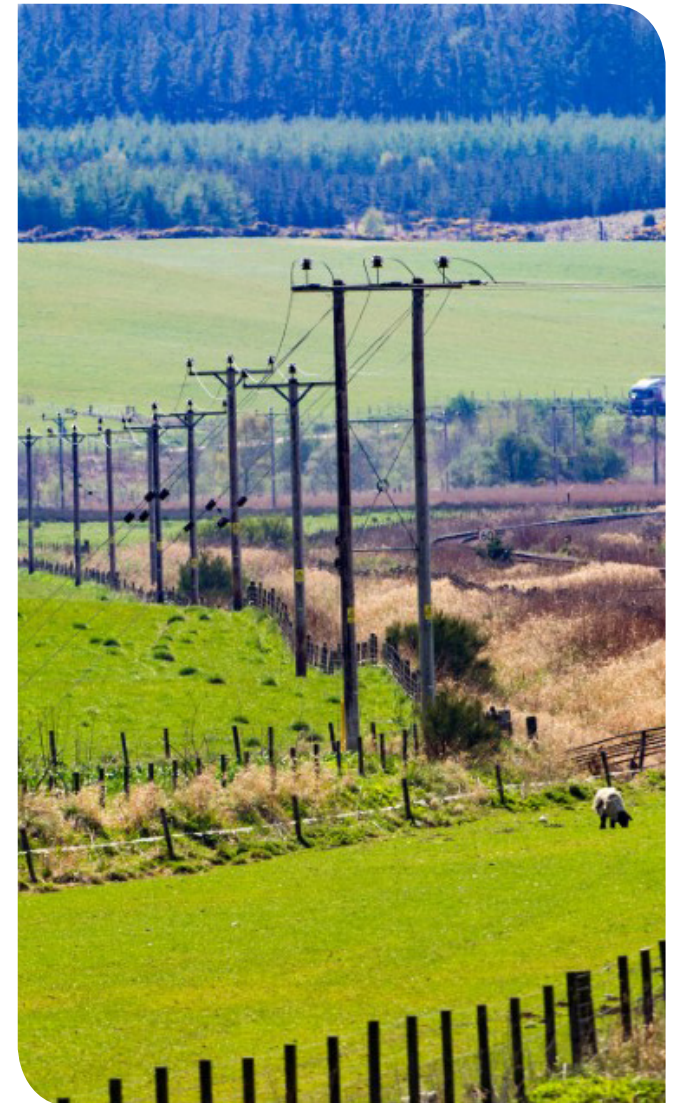
Our Revenue Protection team is in place to address potential instances of electricity theft and unregistered supplies across our two licence areas, this is what we call 'Non-Technical Losses'.

In 2018/19, through revised processes, the Revenue Protection team was able to conduct proactive investigations into electricity theft, as well as their usual responses to tip offs. This has resulted in 21,506 investigations, of which 11,782 were confirmed cases of electricity theft. We continue to focus efforts in this area to reduce theft.

Our distribution networks are also affected by Technical Losses. These are the losses incurred through operating our assets, for example, heat loss. We have considered a wide range of capital, operational and innovative measures to be implemented to reduce losses using our cost benefit analysis (CBA) model and the predicted connections figures.

In our SHEPD region, we reduced our technical losses by 909.54 MWhrs, a 44% improvement on last year. In our SEPD region, technical losses were reduced even further by 1260.00 MWhrs, showing a similar improvement at 45% based on last year. This was achieved by upsizing minimum cable sizes.

If you want to know more about our Losses Strategy, please visit [ssen.co.uk/lossesstrategy](https://ssen.co.uk/lossesstrategy)



Status against plan:





# 5: Connections

## Connecting Customers to Our Network

2018/19 saw strong performance in Connections across SHEPD and SEPD in terms of Key Performance Indicators, Connections Broad Measure of Customer Satisfaction, Time to Quote and Time to Connect. Both networks significantly exceeded targets set by Ofgem. Both networks also continued to engage proactively with stakeholders to ensure we respond to their needs. This included exploring opportunities to implement flexible solutions and emerging technologies to maximise capacity available to customers where

the network is constrained. This has allowed customers to connect quicker and at a lower cost.

From a connections engagement perspective, we also focused on bringing ideas and decisions to the Connections Customers Steering Panel to seek direction on wider industry changes and improvements, and continue our journey of continual improvement and challenge.

For more information on our connections, visit [ssen.co.uk/Connections](https://ssen.co.uk/Connections)



### Output 5 – Key Highlights



**52,527 calls**

answered in our connections contact centres (+7% against 2017/18)

### Customer Satisfaction\*

**8.09**      **8.23**      **8.35**      **8.69**  
2015/16      2016/17      2017/18      2018/19

\*Connections Broad Measure of Customer Satisfaction. Scored out of 10.



**59 organised events**

including webinars, forums, workshops, expos and panels



**8,830 website hits**

on updated homepage, statement of works, Interactivity and queue management and network assets information pages

### Time to Quote and Time to Connect

		Average number of working days				
		Business Plan Target	Actual 2015/16	Actual 2016/17	Actual 2017/18	Actual 2018/19
<b>SHEPD</b>						
Single Connection	Time to Quote	7.90	2.50	3.60	4.22	2.86
	Time to Connect	31.57	31.5	30.00	27.84	22.10
2-4 Connections	Time to Quote	12.33	5.10	7.22	9.02	5.34
	Time to Connect	47.44	40.2	40.44	28.76	27.8
<b>SEPD</b>						
Single Connection	Time to Quote	7.37	2.66	2.70	3.41	3.11
	Time to Connect	35.55	33.18	44.3	45.71	31.84
2-4 Connections	Time to Quote	11.13	6.94	7.33	9.28	8.65
	Time to Connect	42.47	45.04	63.68	64.01	40.29

Overall status against plan:







# 5: Connections

## COMMITMENT 1

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

### Time to Quote (TTQ)

SHEPD and SEPD outperformed against target and made improvements in performance compared to 2017/18.

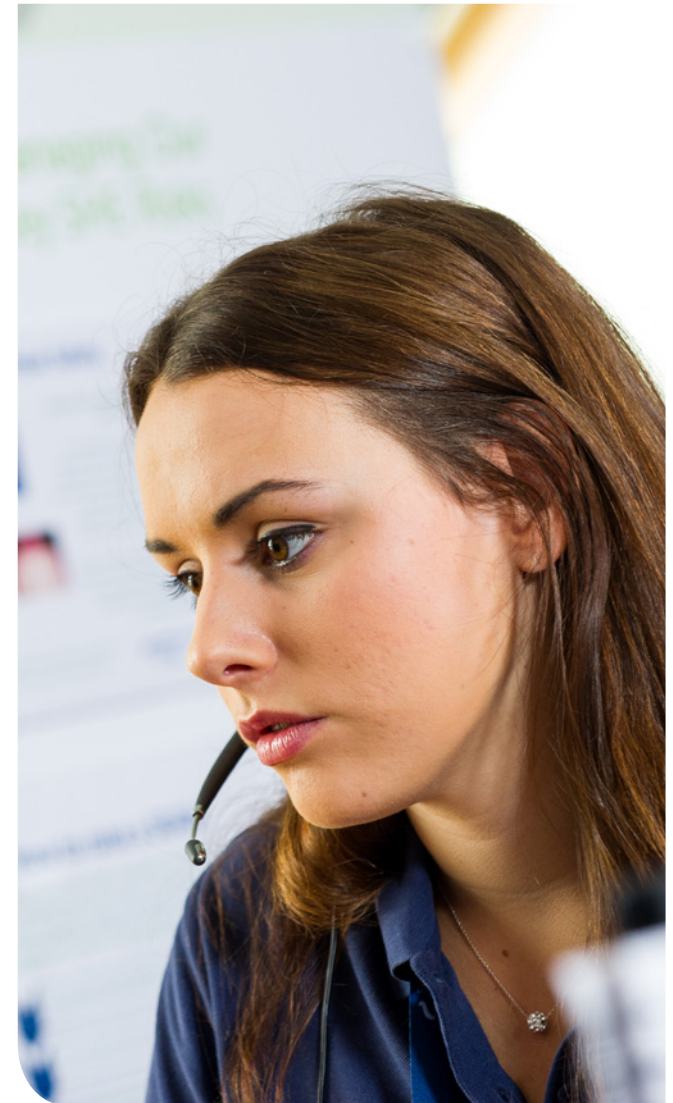
In SHEPD, Single Connection TTQ improved by 32% with 2-4 Connections improving by just over 40%. SEPD saw marginal improvements to both Single Connection customers (8%) and 2-4 Connection customers (6%). These improvements were partly due to enhanced daily reporting to identify where immediate action was required. This also allowed us to identify where improvements were required in our systems and processes.

### Time to Connect (TTC)

Similarly, for Time to Connect both license areas outperformed against targets and made improvements in performance compared to 2017/18.

In SHEPD, the delivery team has focussed on working closely with designers to ensure that projects can be delivered in a timely manner. This aided a 20% reduction in Time to Connect for our single connection customers and a 3% reduction for our 2-4 connection customers.

In SEPD, process improvements within the SEPD delivery model, namely the forming of a focused customer hub in each SEPD region, the average time taken to deliver a connection offer has reduced, whilst still offering a high level of service. This aided a 30% reduction in Time to Connect for our single connection customers and a 37% reduction for our 2-4 connection customers.



Status against plan:







## 5: Connections

### COMMITMENT 2

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

We are implementing a continuous programme of improvements to our website, intended to improve the information publicly available to connections customers and other stakeholders.

A list of future improvements can be found in our Connections Engagement 'Looking Forward Report': [ssen.co.uk/ICE](https://ssen.co.uk/ICE)

One of the most popular features of our website is our 'heat map' tools, where we update and display the current status of the network with regards to constraints and planned reinforcements.

We have recently developed this tool further to also include details of recent offers we have made to other customers looking to connect. This is in direct response to feedback from customers where it was suggested that details on this would help them in advance of making their connection application.

Additionally, we now also appoint a dedicated Customer Account Manager to all larger connections at the initial quotation stage. Every customer is contacted by their dedicated Customer Account Manager when the quotation is issued, where they will explain the key aspects of the quotation and answer any initial queries the customer may have. That same Customer Account Manager will work with the customer all the way through the various processes, ensuring one point of contact from application to energisation.



Status against plan:





# 6: Customer Satisfaction

## Improving Customer Service

The needs and expectations of our customers, stakeholders and society continue to change. We put stakeholders and customers at the heart of everything we do, demonstrating this by continually listening, responding and improving the way that we do things.



Output 6 – Key Highlights					
<p><b>IoCS Accreditation</b> (Institute of Customer Service) Customer Contact Centres awarded IoCS ServiceMark Accreditation</p>	<p><b>Broad Measure of Customer Satisfaction Score</b></p> <table border="1"> <tr> <td> <p><b>SHEPD</b> Supply Interruptions</p> <p><b>9.19/10</b></p> <p>Connections</p> <p><b>8.96/10</b></p> <p>General Enquiries</p> <p><b>9.16/10</b></p> </td> <td> <p><b>SEPD</b> Supply Interruptions</p> <p><b>8.79/10</b></p> <p>Connections</p> <p><b>8.42/10</b></p> <p>General Enquiries</p> <p><b>8.5/10</b></p> </td> </tr> </table>	<p><b>SHEPD</b> Supply Interruptions</p> <p><b>9.19/10</b></p> <p>Connections</p> <p><b>8.96/10</b></p> <p>General Enquiries</p> <p><b>9.16/10</b></p>	<p><b>SEPD</b> Supply Interruptions</p> <p><b>8.79/10</b></p> <p>Connections</p> <p><b>8.42/10</b></p> <p>General Enquiries</p> <p><b>8.5/10</b></p>	<p><b>608,489</b> calls answered by our Customer Contact Centres</p>	
<p><b>SHEPD</b> Supply Interruptions</p> <p><b>9.19/10</b></p> <p>Connections</p> <p><b>8.96/10</b></p> <p>General Enquiries</p> <p><b>9.16/10</b></p>	<p><b>SEPD</b> Supply Interruptions</p> <p><b>8.79/10</b></p> <p>Connections</p> <p><b>8.42/10</b></p> <p>General Enquiries</p> <p><b>8.5/10</b></p>				
<p><b>89.4% Achieved</b> UK Customer Satisfaction Index</p> <p><b>77.7%</b> average      <b>73.8%</b> Utilities sector</p>		<p><b>Redesigned</b> web page allows customers to raise complaints online</p>			
<p><b>Over 34m reach</b> 1,171,286 digital interactions across Facebook, Twitter, WhatsApp and Instagram</p>	<p><b>Customer Complaints</b></p> <table border="1"> <tr> <td> <p><b>89.09%</b> complaints resolved within 1 working day (up from 81.33% last year)</p> </td> <td> <p><b>98.01%</b> complaints resolved within 31 days (up from 97.55% last year)</p> </td> <td> <p><b>ZERO</b> complaints upheld by the Energy Ombudsman since the start of RIIO-ED1</p> </td> </tr> </table>	<p><b>89.09%</b> complaints resolved within 1 working day (up from 81.33% last year)</p>	<p><b>98.01%</b> complaints resolved within 31 days (up from 97.55% last year)</p>	<p><b>ZERO</b> complaints upheld by the Energy Ombudsman since the start of RIIO-ED1</p>	<p><b>404% increase</b> in webchat traffic with 214% of that via Facebook Messenger which accounts for a 67% increase in overall contact volumes</p>
<p><b>89.09%</b> complaints resolved within 1 working day (up from 81.33% last year)</p>	<p><b>98.01%</b> complaints resolved within 31 days (up from 97.55% last year)</p>	<p><b>ZERO</b> complaints upheld by the Energy Ombudsman since the start of RIIO-ED1</p>			
<p><b>15,000 app downloads</b> Our improved Power Track app lets customers quickly report instances of damage to the network</p>		<p><b>1,191</b> supply restoration video views since launch at end of January 2019 <b>92%</b> of customers feel they understand better after watching the video <b>Rated 8/10</b> for helpfulness</p>			
<p><b>Overall status against plan:</b> ★★★★★</p>					



# 6: Customer Satisfaction

## COMMITMENT 1

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

Dialogues with customers happen daily on all our recognised and published communication channels, as well as during our regular stakeholder sessions, held throughout the year.

Our business is focused on the constant review of our customer feedback and suggestions on the service we deliver, as well as dealing efficiently with any complaints we may receive. In 2018/19, we ranked 1st for complaints handling across all Distribution Network Operators. We have streamlined our processes and procedures to ensure those working for us have the knowledge and tools to recognise signs of dissatisfaction and strive to resolve complaints at the first point of contact.

In 2018/19, we found that 55% of customers are likely to use digital methods of communication, up from 37% in 2017/18. Webchat traffic increased by 404% and our website scored the highest out of all Distribution Network Operators for accessibility and user experience for the past two years (as scored by Sitemorse, a third-party auditor who assess how well we meet the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG 2.0).

Using this information, we sought to improve further, so we increased our digital reach by launching WhatsApp as a contact channel in Summer 2018. The service already been used over 5,800 times. WhatsApp for Business was also released earlier this year and we were one of the first large companies to launch the service for our customers and the first network operator amongst the industry to offer this contact method. Customers can reach us directly on WhatsApp (an Instant messaging service), to report an interruption to their supply, log a complaint or raise a general enquiry. To increase awareness, we can also follow up on our interactions with customers via phone by texting a link to the app. This means they have the option of contacting us directly if they have any further questions, without having to call us again.



Despite an increase in digital methods of communication, we also recognise that providing digital channels alone is not suitable for the diverse range of customers we serve. Research found that 90% of our over 75s customer base would prefer to communicate via phone. Committed to retaining and improving this service, we made improvements to the timeliness and accuracy of the recorded messages we use to provide updates and made a number of changes to the timeliness, format and usefulness of the updates we provide during, and after, any supply interruption.

The examples given are only three of the changes we have made in 2018/19 based on customer feedback, but we have made many more improvements in terms of the service we deliver to our customers and have embedded a culture for continuing to review this service and improve it on an ongoing basis.

Status against plan:







# 6: Customer Satisfaction

## COMMITMENT 2

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

Engaging in a transparent and open manner is an important part of building trust and more importantly, improving service, with our stakeholders and fostering long-lasting relationships that stand the test of time.

That's why we publish a range of documents throughout the year that illustrate the feedback we have received from our stakeholders, both positive and negative.

Each year we survey SSEN's domestic distribution customers. For 2018/19, 2,066 customers across both our license areas were interviewed independently by Social Market Research (SMR), in accordance with ISO20252 standards. Overall our customers rated us 82% for the service they received. In February and March 2018, our Stakeholder Engagement team met with over 80 stakeholders in Glasgow and Reading to discuss Social Obligations, the Transition to DSO and RIIO-ED1 Business Plan commitments. Stakeholders told us their most important priorities are Reliability & Availability followed by Safety. We asked our customers the same questions and 45% identified Reliability & Availability as their top priority, with 19% identifying Safety as the second priority.

In addition to this, the ICE (Incentive for Connections Engagement) team held separate Stakeholder engagement sessions, focused on our Connections business. The purpose of these was to challenge the connections business to be forward-looking and deliver meaningful outcomes for connections customers and stakeholders across our licence areas. 18 face-to-face events and a number of webinars were held, as well as attendance at industry events, such as the All Energy Conference which SSEN sponsored. You can find out more on our ICE teams engagement at [ssen.co.uk/ICE](https://ssen.co.uk/ICE)

Each year, as part of Ofgem's Stakeholder Engagement and Consumer Vulnerability incentive, we publish three end-of-year reports. Part 1 outlines our strategy and how stakeholder engagement is integrated into the wider business; Part 2 provides an overview of how our engagement activities have led to meaningful outcomes; and Part 3 focuses on the services we offer to customers who find themselves in vulnerable situations. You can find these reports online at [ssen.co.uk/Library/StakeholderEngagementPublications](https://ssen.co.uk/Library/StakeholderEngagementPublications)



It's been a great year for our customer service and stakeholder teams, recognised by achieving two service industry standards including the national standard, ServiceMark, from the Institute of Customer Service, a national measure of customer satisfaction across 13 key sectors. We also achieved compliance with the BS 18477:2010 Inclusive Service Provision standard for the fourth year running, recognising that our policies, procedures and services are accessible and fair to all customers.

While we pause to reflect on our achievements over the past year, we know we've got more work to do. We must make sure that the service we provide keeps pace with our customers' ever changing needs and, by using their valuable feedback, we can ensure this is met, keeping customers at the heart of everything we do.

Status against plan:







# Appendix

SSEN has provided details within this report of its core 12 commitments. There are, however, a total of 110 commitments made by our company for our Price Control period. These are tracked throughout the year and details of each commitment's progress-to-plan can be provided upon request. Below is a summary position of all our commitments.

Category	Total Commitments	Below Target	On Target	Ahead of Target	Complete	Overall Status Against Plan
Reliability	27	3	16	8	0	★★★☆☆
Social Obligations	23	0	12	8	3	★★★☆☆
Safety	12	1	2	8	1	★★★★☆
Environment	11	1	7	2	1	★★★☆☆
Connections	15	0	8	7	0	★★★★☆
Customer Satisfaction	22	0	13	5	4	★★★★☆
<b>Total</b>	<b>110</b>	<b>5</b>	<b>58</b>	<b>38</b>	<b>9</b>	★★★★☆



# Glossary

## **Bidoyng**

A specialist piece of equipment that connects to the Low Voltage network at a local substation and will automatically replace fuses once before a manual fuse replacement is required and can assist in locating faults.

## **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)**

Any generation which is connected to the local distribution network, as well as combined heat and power schemes of any scale. The electricity generated by such schemes is typically used in the local system rather than being transported across the UK.

## **Extra High Voltage (EHV)**

Voltages over 22kV up to, but not including, 132kV.

## **Energy Networks Association (ENA)**

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

## **Fluid Filled Cable**

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).

## **Switchgear**

A combination of electrical disconnect switches, fuses or circuit breakers used to control, protect and isolate electrical equipment.

## **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.

## **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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