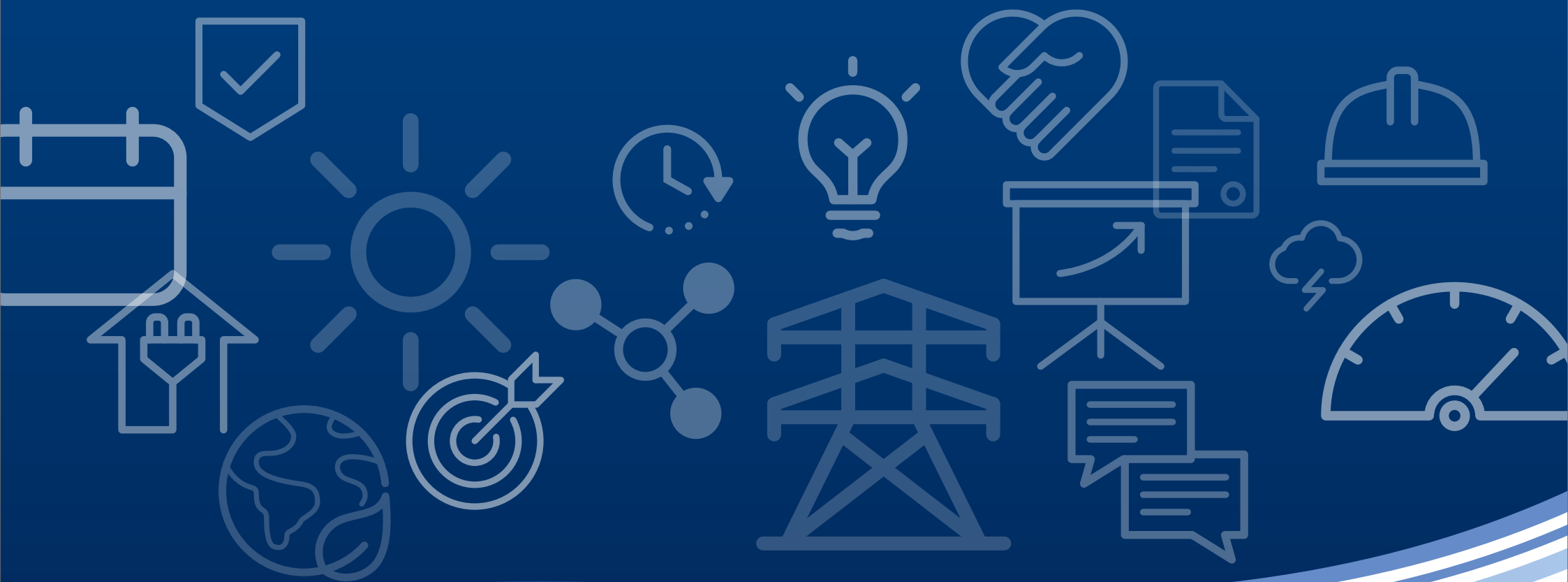


# Annual Business Plan Commitment Report 2019/20



# 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), 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 almost 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' 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

**782,536 customers'**  
homes and businesses served

**49,405km**

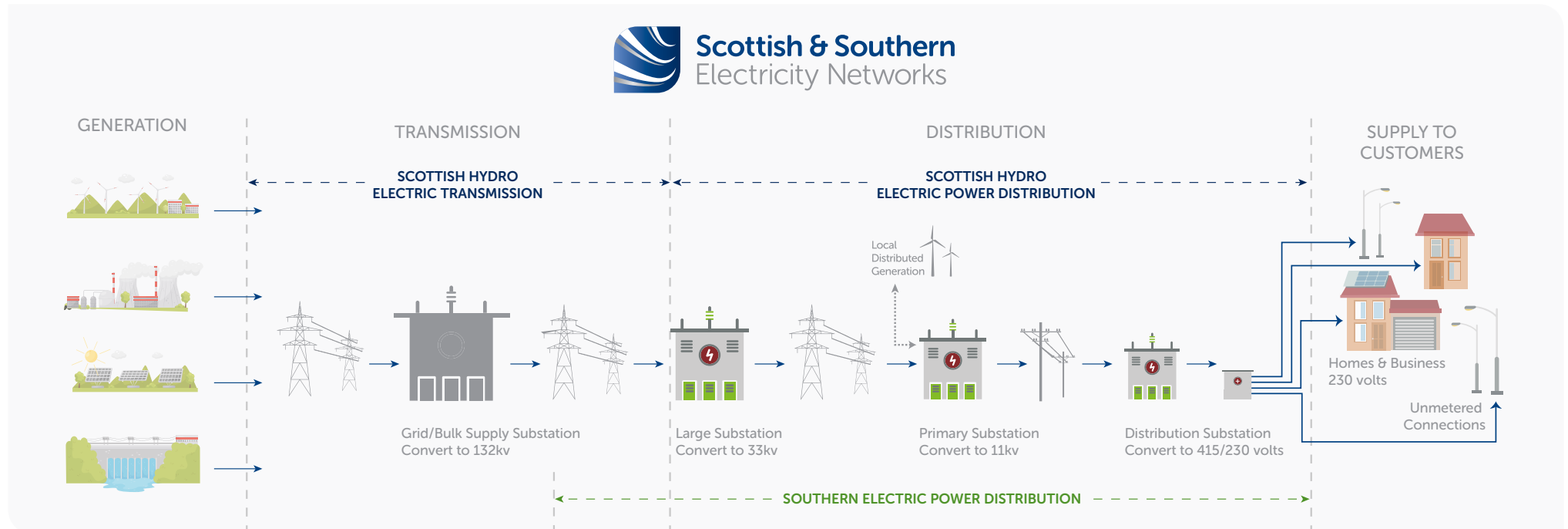
of overhead lines and underground/subsea cables

## SEPD

**3,092,275 customers'**  
homes and businesses served

**77,998km**

of overhead lines and underground cables



# Contents

- 3. Managing Director’s Message
- 4. Scottish Hydro Electric Power Distribution (SHEPD)  
Performance Snapshot 2019/20
- 6. Southern Electric Power Distribution (SEPD)  
Performance Snapshot 2019/20
- 8. Our 12 Core Commitments
  - 1: Reliability
  - 2: Social Obligations
  - 3: Safety
  - 4: Environment
  - 5: Connections
  - 6: Customer Satisfaction
- 27. Looking Forward –  
Supporting the Transition to a Low Carbon Economy
- 28. Appendix
- 29. Glossary



The price base for all monetary values is 2012/13

# Managing Director's Message

SSEN's priority is to support the delivery of a safe and reliable supply of electricity to the communities we serve. Delivering high-performance standards in a clear and transparent manner is critical to maintaining public trust in the essential service we provide.

**This report provides that transparency; summarising 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.**

Through engaging with our customers and our Stakeholder Advisory Panel, we have set out twelve core commitments against six output areas, enabling SSEN to focus and drive improvements in areas that are important to our customers. These output areas are: network reliability; social obligations; safety; environment; connections; and customer satisfaction. I am proud that we have made further progress in delivering our core commitments, and our wider RIIO-ED1 commitments, over 2019/20.

For example, in 2019/20 SSEN invested £136m in upgrading operational technology, automation and monitoring equipment to help rapidly identify faults and restore supply. This has led to an overall reduction in the number and duration of supply interruptions relative to the previous year and improved the reliability of the service we provide.

As a responsible network operator, it's not only about building the resilience of the electricity network – we also recognise we have a role to play in identifying and supporting those most vulnerable in society. SSEN's Priority Services Register (PSR) provides extra support to those that need it during supply interruptions and in advance of periods of unsettled weather. We now have over 750,000 households registered. Working in a first-of-its-kind partnership with Citizens Advice Scotland, SSEN has also funded four energy advisers to support households in accessing free and impartial energy advice.

Safety is central to everything we do. SSEN's licence 'if it's not safe, we don't do it' seeks to protect our employees, environment, contractors and customers. Our Total Recordable Injury Rate (TRIR), which tracks our safety performance, has reduced by 13% across RIIO-ED1, with seasonal and targeted safety campaigns, such as agricultural community engagement, resulting in a 77% reduction in injuries from machinery striking our network since 2018/19.

We continually seek to minimise the impact our activities have on the environment, and we are on track to reduce our Total Business Carbon Footprint by 15% relative to 2012/13. In 2019/20 we decreased our operational fleet emissions by 36% relative to 2012/13. SSEN is investing in the infrastructure and solutions to support 10 million electric vehicles (EVs) in Great Britain by 2030, and as signatories of the Climate Group's EV100 commitment, we are leading by example. We will significantly increase our EV fleet, and with the launch of a revised company car scheme and commercial fleet choice, we are incentivising PHEV and EV selection for our employees.

Customers seeking to connect to our network expect an easy-to-navigate website, with relevant documents and accessible information. They also expect timely

quotations and connection. We have undertaken a detailed review to meet these expectations and have delivered on our commitment to significantly reduce the time customers have to wait for a quote and to be connected. Time to Connect in 2019/20 improved relative to 2018/19 by between 8% and 24% in the market segments monitored by Ofgem.

I am especially pleased that the hard work of our employees in 2019/20 has resulted in SSEN significantly outperforming Ofgem expectations for customer satisfaction. Both networks have delivered improvements throughout the period and achieved their highest score in RIIO-ED1 in 2019/20; SHEPD and SEPD outperformed relative to the Ofgem target for overall satisfaction by 9%.

In 2019/20 SSEN implemented a new group operating model, and network operating model, giving greater focus and accountability across all directorates and teams, which is expanded upon by our Director of Customer Operations' introductions on pages 4 and 6.

As we prepare to submit our business plan for the RIIO-ED2 price control next year, we must not lose focus on delivery today. We remain committed to driving further improvements in the remainder of RIIO-ED1 to deliver the leading service our customers rightly expect, while also being cognisant of and responsive to current challenges, particularly around the transition to net zero and COVID-19.

**Colin Nicol**  
Managing Director  
SSEN



# Scottish Hydro Electric Power Distribution (SHEPD)

The electricity distribution network in the north of Scotland powers over 780,000 homes and businesses across a quarter of the UK landmass. This vast region is home to populated towns and cities including Perth, Dundee, Aberdeen and Inverness, and covers some of the most rural locations the country has to offer, including the Scottish Islands.

**Our teams are on hand 24 hours a day, 365 days a year to ensure a safe, secure and reliable supply of electricity to the customers we serve. Each year, we seek to improve the service we provide by upgrading and modernising our equipment through a significant programme of investment in our infrastructure.**

The implementation of a new network operating model has created more flexible, responsive and efficient teams and helped drive further improvements in front line services for customers. We also focused on improved communication, particularly when dealing with customer enquiries, scheduling and keeping appointments and delivering connections.

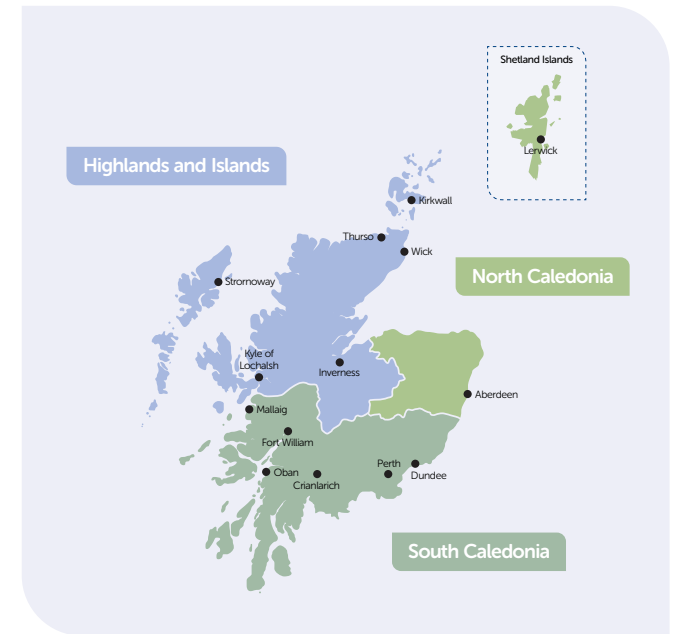
The remote and rural nature of some of the areas we serve, means we often face very challenging conditions, particularly in the winter months. That's why our continual programme of investment in our overhead lines, underground cables and substations is vital to build and maintain a robust and resilient network all year round.

Building meaningful relationships with local organisations and charities, and participating in community events and stakeholder forums, ensures the needs of our customers are at the heart of our decision making at all levels.

This year, a first-of-its-kind partnership with Citizens Advice Scotland supported areas with high levels of fuel poverty across our regions, providing over £89,000 of financial gain for 488 customers supported by four SSEN-funded advisers. We also introduced our first zero carbon Constraint Managed Zone on Islay, which resulted in a locally-owned hydro generator supporting our network during supply interruptions and upgrade works; equating to the removal of 971 cars from the road for a year.

Our performance in 2019/20 is a snapshot in time, and while we are pleased to progress against our business plan commitments, we must remain focused on continual improvement in the remainder of RII0-ED1 for the benefit of our customers, communities and wider society.

**Mark Rough**  
**Director of Customer Operations**  
**SHEPD**





# Performance Snapshot 2019/20

## Scottish Hydro Electric Power Distribution (SHEPD)

### Our Network

**782,536 customers**

served across our regions

**49,405km**

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

### Customer Satisfaction See page 24

**9.19/10** Overall Broad Measure of Customer Satisfaction Score

Our highest score to date and significantly above the regulatory target of 8.2

**Zero Penalties**

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

**5.54/10** Stakeholder Engagement and Consumer Vulnerability Score

An increase of 15.9% on last year

### Environmental Impact See page 18

**23,567.58 (tCO<sub>2</sub>e)**

Total Business Carbon Footprint (excl. losses)  
– on track to deliver a 15% reduction of our BCF relative to 2012/13

### Finance

**£169.16m**

Total 2019/20 Expenditure  
Expenditure was 102%  
of our allowance

**£108.20**

Unrestricted Domestic  
Tariff Charge  
Excl. domestic customer rebate

### Reliability See page 9

Average number of interruptions per 100 customers per year

**64.65**

Customer Interruptions

including exceptional events e.g. extreme weather

**59.57**

Customer Interruptions

excluding exceptional events

Average number of minutes a customer is off supply

**51.59 mins**

Customer Minutes Lost

including exceptional events e.g. extreme weather

**47.51 mins**

Customer Minutes Lost

excluding exceptional events

### Connections See page 21

Time to quote a connection offer

**3.26 days**

Single Connections

average no. of working days to provide an offer

**4.13 days**

2-4 Connections

average no. of working days to provide an offer

Time to connect following acceptance of a connection offer

**17.13 days**

Single Connections

average no. of working days following acceptance

**21.11 days**

2-4 Connections

average no. of working days following acceptance

### Innovation

This year we ran a successful trial on Islay to flexibly manage electricity demand during maintenance or fault conditions, which supports electricity system security and the reduction of carbon emissions, in a cost-effective manner.

Known as Constraint Managed Zones (CMZ), CMZs are an alternative to traditional generation being used when the main electricity distribution network is temporarily disconnected, for example during a prolonged power cut or a period of network maintenance. Rather than rely on diesel generators or back-up power stations, the use of renewables and energy storage is being encouraged to keep the power flowing for local communities until the traditional electricity supply is back up and running.

Renewable energy generators and battery storage, including hydro, solar and wind, can opt in to being paid to provide power to support SSEN's network to prevent overloading of assets, or during maintenance and faults on the network to reduce the reliance on fossil fuel based energy generation. Service providers can also opt in to be paid to turn down their electricity demand to support SSEN's network operations.

Alex Howison, Flexible Solutions Manager, SSEN: "These new CMZ contracts allow for renewable and low-carbon energy sources to play a larger role in the management and flexibility of the network. CMZ contracts are a core part of SSEN's commitment to running a network that puts flexibility first. Our 2019 CMZ contracts on Islay were the UK's first economically viable CMZ contracts with renewable energy and helped avoid approximately 2,200 tonnes of CO<sub>2</sub> emissions."

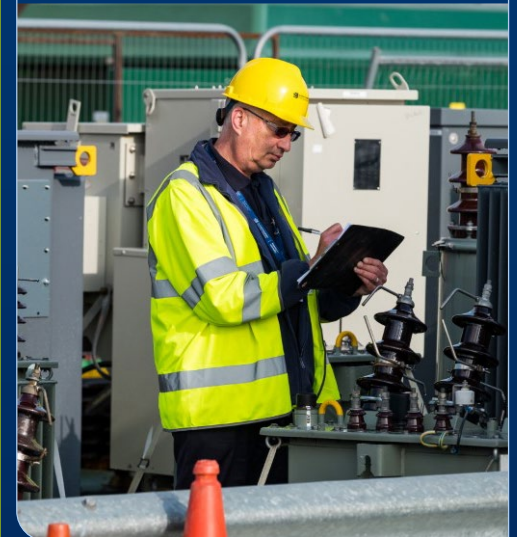
### Safety

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

This year we've continued to build and develop our relationships with third parties, partners and first responders, like Police Scotland, to broaden the reach of our safety messaging.

We have listened to our agricultural communities and contractors in the north of Scotland to help us deliver safety messages and guidance in a clear, understandable way, so that maintaining safe working practices around our power lines and electrical equipment is easily achievable and people get home safely at the end of the working day.

We have seen positive strides in our overall safety performance to date with a 13% reduction in our Total Recordable Injury Rate (TRIR).



# Southern Electric Power Distribution (SEPD)

SEPD serves 3,092,275 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.

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.

**Eliane Algaard**  
**Director of Customer Operations**  
**SEPD**



# Performance Snapshot 2019/20

## Southern Electric Power Distribution (SEPD)

### Our Network

**3,092,275 customers**

served across our regions

**77,999km**

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

### Customer Satisfaction See page 24

**8.67/10**

Overall Broad Measure of Customer Satisfaction Score improved performance against last year

**Zero Penalties**

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

**5.54/10** Stakeholder Engagement and Consumer Vulnerability Score

An increase of 15.9% on last year

### Environmental Impact See page 18

**25,835.03 (tCO<sub>2</sub>e)**

Total Business Carbon Footprint (excl. losses)

### Finance

**£329.59m**

Total 2019/20 Expenditure  
Expenditure was 100.3%  
of our allowance

**£63.87**

Unrestricted Domestic  
Tariff Charge  
Excl. domestic customer rebate

### Reliability See page 9

Average number of interruptions per 100 customers per year

**51.41**

Customer Interruptions

including exceptional events e.g. extreme weather

**45.55**

Customer Interruptions

excluding exceptional events

Average number of minutes a customer is off supply

**49.31 mins**

Customer Minutes Lost

including exceptional events e.g. extreme weather

**42.27 mins**

Customer Minutes Lost

excluding exceptional events

### Connections See page 21

Time to quote a connection offer

**3.01 days** (3.2% quicker than last year)

Single Connections

average no. of working days to provide an offer

**4.53 days** (47.6% quicker than last year)

2-4 Connections

average no. of working days to provide an offer

Time to connect following acceptance of a connection offer

**29.29 days** (8% quicker than last year)

Single Connections

average no. of working days following acceptance

**34.87 days** (13% quicker than last year)

2-4 Connections

average no. of working days following acceptance

### Innovation

SSEN's Low Energy Automated Networks (LEAN) project successfully met its objective to develop and apply Transformer Auto Stop Start (TASS) technology to reduce network losses.

The key principal of TASS is to switch off one of the transformers in a primary substation at times of low demand to avoid the fixed losses associated with that transformer – akin to turning off a car engine when the vehicle isn't driving anywhere. Strategies to reduce technical losses create a more efficient network which reduces costs to customers and equates to lower carbon emissions. The application of TASS can reduce substation transformer losses by 25-30%.

Through high levels of engagement, the system has been implemented in a way which meets the requirements of operational colleagues without compromising our priority to provide a safe and reliable supply of electricity to customers.

Experience gained through the project also delivered valuable industry learning on the integration of enhanced automated technologies, and advanced techniques for monitoring asset health, demonstrating how we can actively improve the efficiency of network operation.

Further information can be found here:  
[ssen.co.uk/LEAN/Learning](https://ssen.co.uk/LEAN/Learning)



### Safety

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

Building on the success of our Power Pack Pals initiative, our interactive learning programme for schools, we have been working closely with the region's agricultural colleges and Young Farmers Association to highlight and embed safe working practices around overhead power lines and electrical equipment, for those who have chosen a career in the agricultural industry.

In addition, we have continued to support the Energy Networks Association campaign, focusing on guidance for partners working on construction activities that include the use of cranes or loaders, helping to ensure that electrical safety is part of the working routine and everyone gets home safely.





# Our 12 Core Commitments

We have maintained the same principals to reporting on performance against our 12 core commitments established last year 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%.



## 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.

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.



Complete



Ahead of Target



On Target



Below Target



# 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 2019/20, 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.

### Key Highlights



#### Bidoyngs Usage (automatic fuse replacement)

**1,831** supply interruptions avoided

**290** faults pinpointed

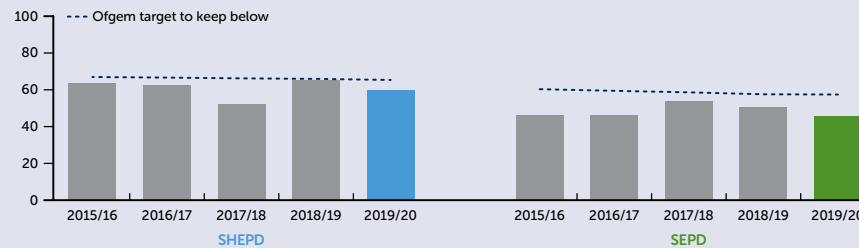
**274** permanent repairs



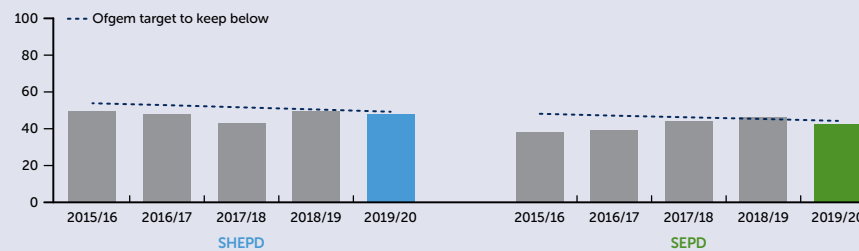
#### Circuit Reinforcement

**12.29km** combined across SHEPD and SEPD

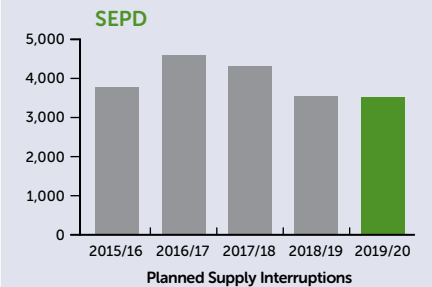
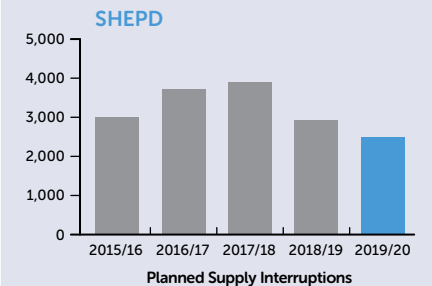
#### Unplanned Customer Interruptions



#### Unplanned Customer Minutes Lost



#### Planned Supply Interruptions



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.

We have seen an overall improvement in Unplanned Supply Interruptions during RIIO-ED1 to date, with the exception of SEPD last year only, both networks have outperformed relative to regulatory targets for unplanned Customers Interruptions and Customer Minutes Lost.

To date, against our 2012/13 baseline figures, we have reduced our Customer Interruptions by more than 5% in both of our network areas, SEPD and SHEPD. In terms of Customer Minutes Lost, although we have seen a reduction in SHEPD we still continue to work towards achieving our target of a 25% reduction, which we have already reached in SEPD.

In SHEPD, this year Customer Interruptions reduced by 8.4% relative to 2018/19 and Customer Minutes Lost reduced by 3.2% and SEPD saw reductions of 10% and 8.6% respectively.

Reductions in Customer Interruptions in 2019/20 were mainly attributable to the further investment of £136m to improve network reliability. Initiatives to upgrade operational technology and the introduction of automation and monitoring, has allowed us to start to identify faults and restore supplies more quickly.

In SHEPD, there were 125 successful operations of the automation equipment which positively resulted in the restoration of 78,208 customers, a 65% increase on last year (26,610) and in SEPD there were 568 successful operations, resulting in the restoration of 461,054 customers, a 34% increase on last year (302,229).

The introduction of our Regional Operating Model across all regions in 2019/20 is also starting to contribute to improvements in both areas. The new model is helping to increase focus, drive efficiencies and improve the service we provide to our customers.

We continue our work with external parties such as the Farmers Union, the public and developers, to provide information about our network and Dial Before You Dig services. This is helping to avoid third party damage to our network and associated interruptions to supply.



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 each year.

In 2019/20 we have continued to work hard to better serve our worst affected customers and have seen a decrease in the number of customers experiencing three or more supply interruptions in a year.

Since 2015/16 in SHEPD we have seen a 69% decrease in customers who experience three or more unplanned supply interruptions in a year and a 76% decrease in SEPD, as can be seen in the table opposite.

In SHEPD we introduced Adaptive PowerOn Restoration System (APRS) within our Control Room along with the installation of additional urban and rural automation equipment onto the HV network.

The Automation Project focused on segmenting the network into 250 customer sections so that no fault would ever affect more than this number of customers. Circuits were selected based on their fault history and number of connected customers to ensure maximum benefit to those worst affected.

We have APRS enabled on 483 circuits across our network, this allows us to restore power to these customers in a matter of minutes where previously they would have been off supply until an engineer attended site and restored supplies.

Overall in SHEPD we have spent £1.8m in 2019/20 to increase the reliability of our network, bringing our total spend to £5.1m in RIIO-ED1. Four separate schemes are being delivered which are expected to benefit 3,313 customers.

In SEPD there was also further focus on additional HV automation schemes and improvements in telecommunications. £1.1m has been spent in 2019/20 on various schemes, bringing our spend up to £2.2m in RIIO-ED1. Eight of these schemes have been completed and are expected to benefit up to 1,670 customers.

### Worst served customers

	SHEPD	SEPD
2015/16	26,899	8,910
2016/17	19,429	2,990
2017/18	9,555	2,194
2018/19	9,551	4,267
2019/20	8,358	2,151



Status against plan:







## 2: Social Obligations

### Supporting our Customers in Vulnerable Situations

We have a deeply embedded culture of doing the right thing for all our customers which runs right across both our licence areas. Our teams live and work in the communities we serve providing support for customers who are in vulnerable situations. Our strategic approach to consumer vulnerability and working with partners to

support customers in vulnerable situations allows us to help more people than ever to benefit from the service we provide.

Continuous improvement isn't just a phrase for us; we strive to make improvements and track our progress every year. This year we have further expanded our Priority Services Register (PSR) to 746,821 households,

an increase of over 63% since 2015/16 (457,490). We have improved our strategic approach and analysed our data to find which PSR categories are underrepresented and have closed those 'PSR gaps' by an average of more than 30% in 2019/20. We have also refocused our Winter Campaign to concentrate on reaching people accessing healthcare services and healthcare professionals. This focused activity has resulted in nearly 66% of eligible households across our regions being registered for our PSR and able to access our services quickly. You can see more about the Priority Services Register at [ssen.co.uk/PSR](https://ssen.co.uk/PSR).

We have increased our services for customers who require enhanced inclusivity and accessibility; this year we've introduced customer service via British Sign Language and rolled out new vulnerability training to our staff, with learners rating their confidence of helping customers in vulnerable situations as 9.5/10 following sessions. Our work in this area has seen us achieve the British Standard for Inclusive Service for the fifth consecutive year.

Partnership work became more important than ever for us in 2019/20 with the launch of a new online Partnership Portal. Initiatives such as working with hospital discharge units in the south of England contributed to a 105% rise in the number of customers helped with energy efficiency. For further information visit [ssen.co.uk/hub](https://ssen.co.uk/hub).

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

### Key Highlights



**1,239,362 warnings**

given to PSR customers in advance of adverse weather conditions



**BSI achieved for 5th year**

British Standard for Inclusive Service Provision awarded for the 5th consecutive year



**Partnerships**

working partnerships with **every water utility** in our licence areas

**74%** increase in data sharing referrals from 3,791 to 6,597

**£5.68** average net benefit per £1 spent on two initiatives measured

**51 partners** helping us to support customers in vulnerable situations



**Tackling fuel poverty**

**Innovative Citizens Advice** and **Citizens Advice Scotland** fuel poverty programmes helped over 500 customers in the first nine months

**2,323** households helped with fuel poverty, up 105% on last year

**Hard to reach communities** supported via energy efficiency projects

**Improvements** in our YES Energy Solutions and Home Energy Scotland referral processes and additional training resulting in a 79% increase in referrals



**9.23/10 PSR satisfaction**

Customer Satisfaction Score

Overall status against plan:





## 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 1,239,362 advance weather warnings to our PSR customers. 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.

During 2019/20, we worked with Citizens Advice Scotland to develop a first-of-its-kind partnership which was fully funded by SSEN. This enabled the recruitment

of four specialist energy advisers to operate in local Scottish Citizens Advice Bureaux (CABs) providing in-depth advice.

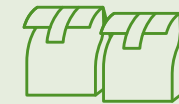
In addition to providing funding, we have supported initial and ongoing training alongside active promotion of the services through press releases and our social media channels.

Our customers have been helped with topics including benefits, debt, housing, supplier switching, PSR, Warm Home Discount, billing and metering.

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.

Following customer and colleague feedback on enhanced training, this year we sent 140 of our customer facing staff on a dementia reality training course, providing them with first hand experience to better support our customers with dementia.

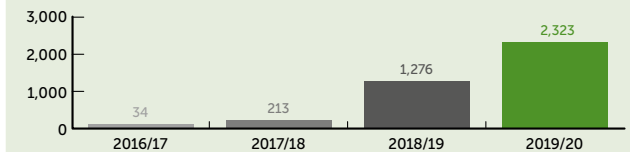
### How we helped 2019/20



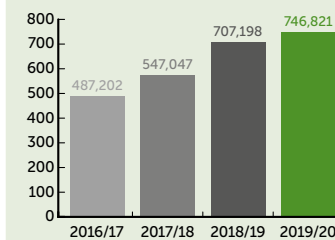
**4,400 welfare packs**  
were issued to our customers

### Energy efficiency

Total households helped with fuel poverty



### PSR customer growth



**95% of customers**

found the registration process either very easy (27%) or easy (68%)



### Finalists

Finalists in the National Diversity awards – the first DNO ever to reach the finals

Status against plan:



Complete



Ahead of Target



On Target



Below Target



## 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 practice.

Our customer communications which are available in a wide range of languages, 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.

Digital communications have grown exponentially in recent times and we continue to strive to improve the accessibility and inclusivity of not just our communications, but also our customer service 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.

**"SSEN consistently demonstrate that they take online user experience, and in particular accessibility, seriously. They have a clear strategic vision towards accessibility and are driven towards ensuring no customer is left behind in their digital journey. SSEN have led the industry for a number of years now and continue to develop their website to be more inclusive, easily accessible, and easy to use."**

Lawrence Shaw  
CEO, Sitemorse

### Key developments in 2019/20



#### WhatsApp success

"SSEN have led the market with the introduction of WhatsApp. By recognising its value as a service and communication channel, they were ahead of all others in the industry in its implementation. Since then others have followed suit, but SSEN continue to recognise market trends and act on these as market leaders rather than followers. Since its introduction, they have maintained their high levels of servicing and extremely fast response time on WhatsApp despite the large incoming volume that they've had to deal with due to recent bad weather."

Mo Mahar,  
Customer Success Director, Conversocial



**Most accessible UK energy website as audited by Sitemorse for the 3rd year running**



**All customer videos available with subtitles and most commonly viewed include British Sign Language**



**Launched first in the industry ChatBot with 96% customer satisfaction score**

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, contract partners and customers alike. We encourage all members of staff to use our licence, "if it's not safe, we don't do it" and have been educating our

communities about the potential dangers of electricity. We are also committed to employee and contract partners wellbeing and there has been a strong focus on health-related initiatives through our 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)

### Key Highlights

#### Total Recordable Injury Rate (TRIR)

0.31%	0.25%	0.17%	0.22%	0.27%
2015/16	2016/17	2017/18	2018/19	2019/20



#### Incidents (TRIR)

28	21	14	17	19
2015/16	2016/17	2017/18	2018/19	2019/20



**1,600 school children** received our Power Pack Pals presentation. Installation of a tablet at Pitlochry Dam Visitor Centre allowing visitors to view PPP presentation



#### Award winning Influencing Behaviours Programme

Building on success we continue our 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



#### 110 employees

trained as Mental Health First Aiders

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



Be aware of power lines if you work on the land

**LOOK OUT, LOOK UP!**  
In an emergency call 105



[ssen.co.uk/WorkingSafely](https://ssen.co.uk/WorkingSafely)



#### 4,000+ tractor cab stickers

distributed to agricultural machinery manufacturers to raise awareness of overhead safety



#### 77% 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.**

Recognising the critical role that supervisory employees play in setting and maintaining the standards of safety required to ensure our teams get home safely, in 2019/20 we expanded the Influencing Behaviours programme to include 'Empowering Supervisors'.

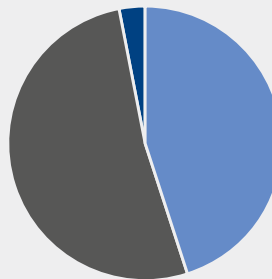
The aim of this programme is to ensure our supervisors have the necessary skills, tools and support to effectively influence and manage safety within their teams, and support individuals in making safe decisions. During 2019/20 the Influencing Behaviours refresh programme was rolled out to c.1,600 employees and contract partners. With the use of a real time interactive app for individual feedback from attendees we were able to tailor sessions for maximum benefit.

A mixture of indicators were identified to monitor, measure and review the outcome of the programme objectives and our Leadership team monitored progress against delivery.

### Overall feedback showed good results:

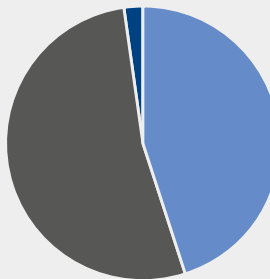
The session provided me with knowledge/skills to assist me in my role

- 45% strongly agree
- 52% agree
- 3% disagree



I am confident in applying my learning to my role

- 45% strongly agree
- 53% agree
- 1% disagree



Based on end of course feedback sheets from 213 Networks attendees from 25 June to 25 July 2019.

A number of positive impacts have already been realised internally, including reduced incident rates and "positive actions" being recorded and shared on a weekly Safety, Health and Environmental bulletin groupwide, promoting the positive association with working safely.

Additionally, our Contract Partners have welcomed the opportunity to participate in the programme and report positive feedback from their teams.

Following a successful three years, a review is currently under way to continue with the programme.



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.

SSEN's main measure of safety is the TRIR. At the end of 2019/20, SSEN's combined (employees and contract partners) Total Recordable Incident Rate (TRIR) (for SEPD and SHEPD) was 0.27. This is up slightly on 2018/19 but remains lower than the start of the RIIO-ED1 period by 12.9%.

Year	TRIR*
2015/16	0.31
2016/17	0.25
2017/18	0.17
2018/19	0.22
2019/20	0.27

Specific areas of focus in 2019/20 included working with contract partners to learn from each other and raise awareness of performance. From this we were able to identify most incidents that result in injuries

\*Calculated from hours worked against incidents reported.

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 2019/20 Environmental Report is available on our website: [ssen.co.uk/DistributionPriceControlReview](https://ssen.co.uk/DistributionPriceControlReview)

### Key Highlights



#### Total Business Carbon Footprint

(excluding losses)

SHEPD: 23,567.58 (tCO<sub>2</sub>e)

SEPD: 25,835.03 (tCO<sub>2</sub>e)



#### SHEPD 14.5km SEPD 24.6km

Fluid filled cables removed since 1st April 2015



#### 17.4km

of overhead lines undergrounded and energised in 2019/20 in Areas of Outstanding Natural Beauty, National Parks and National Scenic Areas

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

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



#### 33 environmental incidents (minor & above)



#### Environmental Case Study

#### Persley–Northfield Fluid Filled Cable Removal

Two 33kV Fluid Filled Cables (FFC) in Aberdeen, each 1.9km long, were identified in our RIIO-ED1 submission as requiring replacement as they approached the end of their operating life.

A major road construction project, to alleviate traffic congestion at a nearby roundabout, was due to start in September 2019 and it was identified that the works would cross the path of our FFCs. Given SSEN no longer advocate the installation of FFC the quotation for our diversion included considerable cost to change the FFC to solid cable joints.

At the same time, a leak was detected on one of the FFCs so SSEN took the action to accelerate the project to replace the circuits, and considered options that would give the most beneficial outcomes to all involved parties.

It was concluded that a network reconfiguration option offered the best value solution and although involving more work for SSEN, including network reinforcement work and the decommissioning of a primary substation, it afforded additional benefits to the network. The work meant that the leaking cable could be taken out of service, rather than repaired, thereby



saving repair costs, eliminating diversion costs for the developer of the road project and most importantly eliminating the environmental leakage source at the earliest opportunity.

The final project cost was £559k rather than £1.2m for FFC cable, primary transformer and 11kV switchboard replacement.

Overall status against plan:







# 4: Environment

## COMMITMENT 1

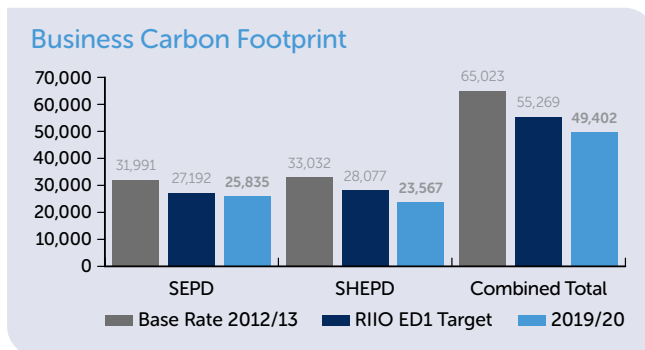
We will work more sustainably to reduce our Business Carbon Footprint and the impact of our assets on the environment.

Overall we have seen an improved performance from both of our licence areas in relation to our Business Carbon Footprint Reduction since 2012/13.

Despite a slight increase in our Business Carbon Footprint in 2019/20 of 1.71% in SEPD and 2.83% in SHEPD relative to 2018/19 we are already ahead of our target to achieve a 15% reduction in BCF over RIIO-ED1.

The increase relative to 2018/19 in SHEPD was associated with Fugitive Emissions & Fuel Combustion from diesel generation used to maintain security of supply during interruptions. In SEPD, Business Transport & Fuel Combustion increased slightly following an increase in capital work.

To the end of 2019/20 SHEPD has delivered 191% of the RIIO-ED1 target and SEPD delivered 128%.



As a business we continue to focus on agile working, increasing use of video conferencing and shared systems through Microsoft Office 365.

One asset that we remain focused on is Fluid Filled Cables (FFC). We no longer install Fluid Filled Cables onto the Network, but in 2019/20 we have continued to 'tag' our legacy assets with PFT (Perfluorocarbon Tracer) oil, enabling us to efficiently locate any leaks and swiftly carry out remedial action as required. We were the first UK DNO to trial the tagging technique and establish it as a business as usual practice. To date we have successfully removed 39.1km of FFC over our two licence areas, with further projects in the pipeline to continue their removal and positively impact on the environment.



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 Network 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 2019/20, through revised processes, the Network Protection team was able to conduct proactive investigations into electricity theft, as well as their usual responses to tip-offs. This has resulted in 18,676 investigations, of which 9,236 were confirmed cases of electricity theft. We continue to focus efforts in this area to reduce theft.

Our #NotWorthTheRisk campaign was a success in 2018/19 so we re-launched the campaign in 2019/20 to again highlight these dangers and ensure that our customers know who to contact should they see something suspicious on our network. The interactive campaign on our social media platforms included pictures from previous cases and asked members of the public to spot the differences between a legitimate supply and an illegal/tampered supply. We published our team's contact details as well as giving our customers the alternative of contacting Crimestoppers or Stay

Energy Safe if they wanted to report anonymously as well as local news outlets and councils. The campaign was broadly successful with over 225,000 customers reached on a variety of platforms noted below:

- 51,251 Facebook
- 16,546 Twitter Impressions
- 152,018 local press enquiries
- 2,249 LinkedIn impressions

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 reduce losses using our cost benefit analysis model and implemented those with a strong benefit case.

In our SHEPD region we reduced our technical losses by 1199.9 MWh in 2019/20, a 24% improvement on 2018/19. In our SEPD region, technical losses were reduced even further by 2366.2 MWh, showing a similar improvement of 22% based on 2018/19. This reduction was achieved through upgrading cable sizes and network voltages.

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

2019/20 saw a continuation of strong performance in Connections across SHEPD and SEPD in terms of Ofgem outputs and targets including, Connections Customer Satisfaction (part of the Broad Measure of Customer Service incentive), Time to Quote (TTQ) and Time to Connect (TTC). Both networks saw an improvement on 2018/19's performance and outperformed the targets set by Ofgem. Overall since the start of RII0-ED1 we have seen an 8% improvement in Connections Customer Satisfaction score, a 13% reduction in TTQ and a 32% reduction in TTC.

We actively engaged in several industry workstreams including topics such as Connections Interactivity and Queue Management which are looking to improve consistency across DNOs and to ensure that capacity on the network is made available to those customers who are ready to connect.

We continue to carry out extensive stakeholder engagement with our customers challenging our connections business to be forward-looking and deliver meaningful outcomes. Our strategy is informed

by the views and feedback from our stakeholders and has led to the delivery of 26 ICE Commitments including: the introduction of tipping point analysis to reduce customer reinforcement costs; delivery of an improved GIS tool and significant development of our flexibility offering.

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

### Key Highlights



**72,956 calls**

answered in our connections contact centres (+39% against 2018/19)

### Customer Satisfaction\*

8.22   8.31   8.35   8.69   8.90  
2015/16   2016/17   2017/18   2018/19   2019/20

\*Connections Customer Satisfaction. Scored out of 10.



**73 stakeholder engagement events**

including webinars, forums, workshops, expos and panels



**40,608 website hits**

on homepage, statement of works, network assets information and interactivity & queue management pages (up 8,830 on last year)

## 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	Actual 2019/20
<b>SHEPD</b>							
Single Connection	Time to Quote	7.90	2.50	3.60	4.22	2.86	3.26
	Time to Connect	31.57	31.5	30.00	27.84	22.10	17.13
2-4 Connections	Time to Quote	12.33	5.10	7.22	9.02	5.34	4.13
	Time to Connect	47.44	40.2	40.44	28.76	27.8	21.11
<b>SEPD</b>							
Single Connection	Time to Quote	7.37	2.66	2.70	3.41	3.11	3.01
	Time to Connect	35.55	33.18	44.3	45.71	31.84	29.29
2-4 Connections	Time to Quote	11.13	6.94	7.33	9.28	8.65	4.53
	Time to Connect	42.47	45.04	63.68	64.01	40.29	34.87

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)

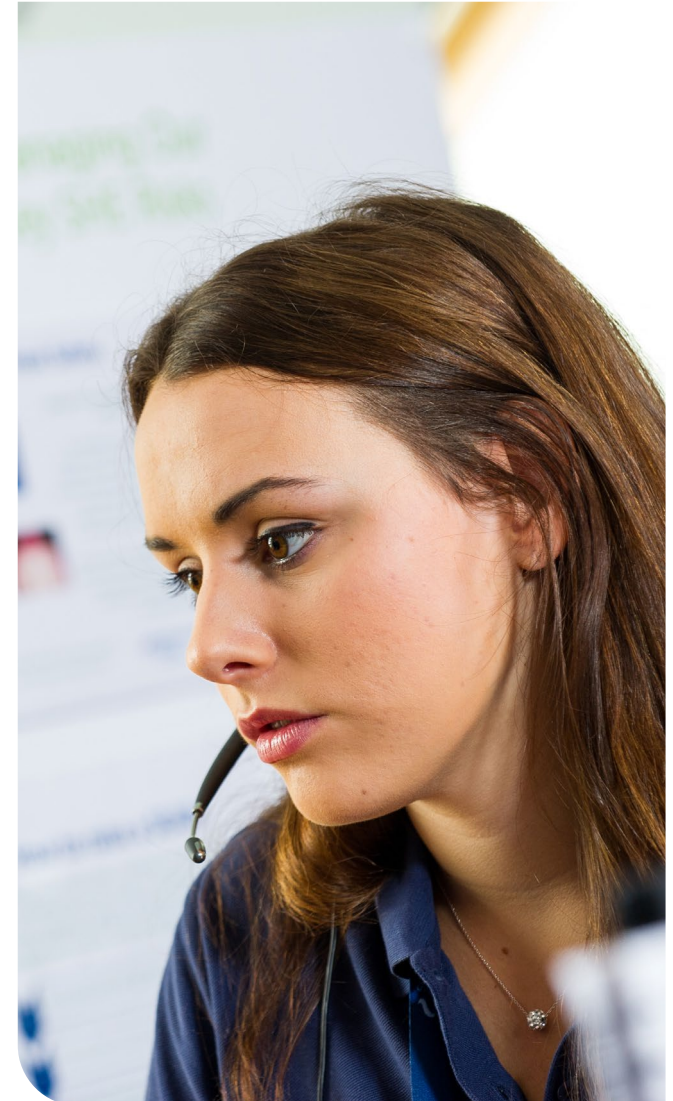
Both SHEPD and SEPD outperformed against business targets, established to ensure an overall 10% improvement in RIIO-ED1, with a continued improvement in performance for 2-4 Connections compared to 2018/19 and significant overall improvements since 2015/16.

In SHEPD, whilst Single Connections had a marginal increase and TTQ for 2-4 Connections improved by 23%, both continue to substantially outperform the business target. SEPD saw marginal improvements in Single Connections (3%) and a significant improvement in 2-4 Connections (48%). Overall, since 2015/16 both licence areas have seen an improvement in TTQ of 3% for SHEPD and 21% for SEPD. Improvements, and continued out performance, have been aided by daily reporting introduced in 2018/19 which have helped the business to identify where immediate action is required. Close monitoring of the data has ensured strong performance and maintenance of quality.

### Time to Connect (TTC)

Both licence areas outperformed against business targets established to ensure an overall 10% improvement in RIIO-ED1, as well as making improvements in performance relative to 2018/19.

SHEPD made substantial improvements to performance with Single Connections TTC reducing the time taken to connect by 22% against 2018/19 and 2-4 Connections reducing by 24%. SEPD also made improvements by reducing Single Connections TTC by 8% and 2-4 Connections by 13%. Overall, since 2015/16 both licence areas have seen an improvement in TTQ with SHEPD achieving reductions of 47% and SEPD 18%. Both areas are continuing to benefit from process improvements and initiatives put in place to improve both project management and communication with customers throughout the connection process. This has helped improve coordination of works and increase the number of connections completed on time.



Status against plan:







## 5: Connections

### COMMITMENT 2

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

In 2019/20, we carried out a detailed review of our connections website to ensure this is easy to navigate, intuitive and that relevant documents and information are easily accessible.

Supported with customer feedback and stakeholder engagement, we completely redesigned our connections webpages. Furthermore, we have also initiated an IT project to replace the SSEN website which will span the remainder of RIIO-ED1.

We have also improved the information on the capacity of substations and current loading to allow customers and ICPs/IDNOs to carry out an initial assessment of connection viability.

Finally, we have implemented a new GIS system which has been tested by our customers and provides an improved user experience.

A list of further improvements can be found in our Incentive on Connections Engagement: [szen.co.uk/WorkArea/DownloadAsset.aspx?id=16925](https://szen.co.uk/WorkArea/DownloadAsset.aspx?id=16925).



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.

Taking on board customer feedback, we have continued to outperform customer service targets set by Ofgem during RIIO-ED1 increasing satisfaction levels (as measured by the Broad Measure of Customer Service) from 84.5% at the start of RIIO-ED1 to 89.3% in March 2020. Furthermore, we have improved our complaint handling performance and are resolving 88.4% of complaints within 24 hours, up from 71.2% at the start of RIIO-ED1.



### Key Highlights



#### IoCS Accreditation (Institute of Customer Service)

Customer Contact Centres awarded IoCS ServiceMark Accreditation



#### 89.4% Achieved UK Customer Satisfaction Index

77.0%  
average

72.3%  
utilities sector



#### 120,511 app downloads

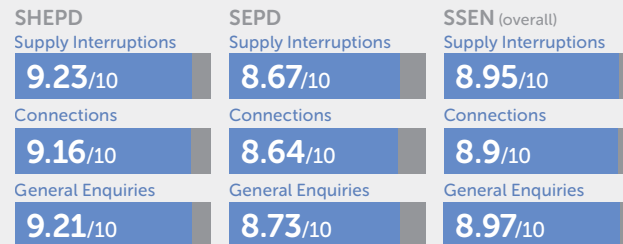
Our improved Power Track app lets customers quickly report instances of damage to the network



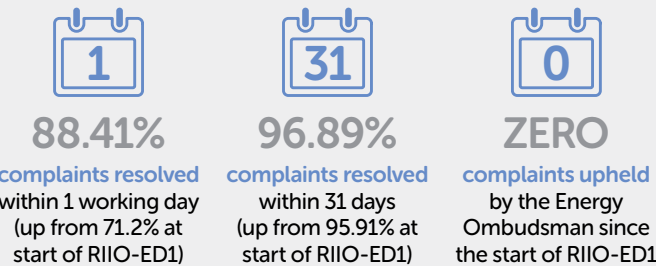
9.3/10

1st for online customer service during a power cut

### Broad Measure of Customer Service Score



### Customer Complaints



616,172

calls into the Customer Contact Centres (excluding General Enquiries and Connections Customer Contact Centre)



801% increase

in webchat traffic with 85% of that via Facebook Messenger which accounts for a 77% increase in overall contact volumes



<8.33

Complaints target metric score of <8.33 to remain penalty free has improved from 4.08 at start of RIIO-ED1 to 2.01 in 2019/20

Overall status against plan:





# 6: Customer Satisfaction

## COMMITMENT 1

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

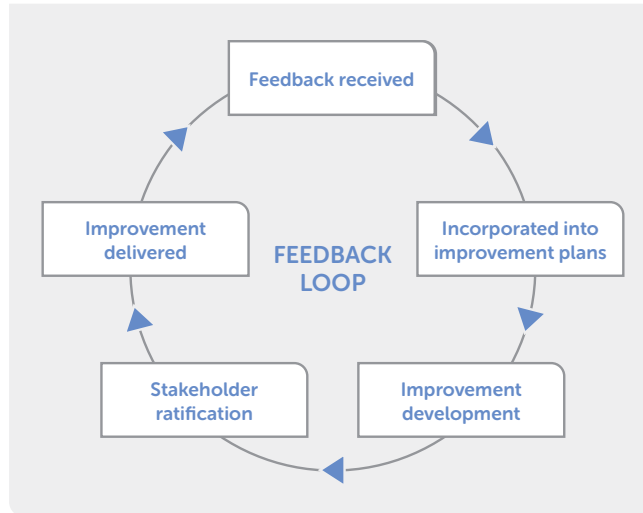
We take what our customers say seriously and put a considerable level of effort into listening to what they, and our stakeholders, tell us when making improvements to the way we do things.

In 2019/20, we took it a step further to find new ways to ensure every customer had a voice to be heard. Consequently, we developed Touch Point Surveys, a tool that allows every customer that receives a core service from us, at least one opportunity to provide feedback via an SMS message. Furthermore, customers who score us negatively receive a call to rectify the dissatisfaction and collect more qualitative feedback to use when developing improvements.

Our 'Voice of the Customer Programme', which comprises partly of Touch Point Surveys, was shortlisted as a finalist at UK Customer Satisfaction Awards for Best Use of Customer Insight.



It's also imperative for us to tell our customers and stakeholders what we've done, we call this the 'feedback loop'.



We endeavour to ensure that every improvement we make from customer feedback is reconfirmed once delivered, in some cases, getting customers or stakeholders directly involved whilst we're doing it. We also regularly publish the initiatives we've launched through our annual reports or on our website, accompanied by proactive content on our social media channels.

In 2019/20, we saw an exponential rise in the use of digital channels. We've always taken pride in being a progressive and digitally mature leader in the industry.

We were the first DNO to launch WhatsApp as a contact channel, the first to launch a Power Track App which allows customers to report network damage and, in March 2020, we launched our first chatbot for power cut reporting. Our communication channels are accessible to all regardless of what your chosen method of contact is. The work we've put into evolving our digital channels has developed from customer feedback and changes we see in customer behaviour. Although our telephony contact continues to remain strong with an increase of just over 1%, our digital channels including social media and webchat saw an increase of 77% compared to 2018/19.

With such significant moves to digital channels, we must develop these contact methods to continue delivering a high standard of service. We do note however, not all customers are digitally enabled and may never choose to move to these channels. That's why we have an embedded principle within our digital strategy – no customer gets left behind – meaning we will continue to provide and improve the services we deliver through traditional channels also.

These are only a few examples of changes we have made in 2019/20. We have made many more improvements in terms of the service we deliver to our customers and have embedded a culture for continuous improvement 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 with our stakeholders and, more importantly, improving service based on their feedback helps foster long-lasting relationships that stand the test of time.

In 2019/20 we engaged with over 60,000 stakeholders. Our key focus areas: driving improvement in core services; delivering in the public interest; enabling the net zero transition; supporting safe and resilient communities and collaborative action on consumer vulnerability. This has been informed through engagement and shaped by our stakeholder panels and has resulted in more than 220 impacts and outcomes, delivering benefit to our customers and wider stakeholders.

Our partners play a key role in the success of our business, from helping us better understand wider societal issues facing consumers, to the design and delivery of new products and services. During 2019/20, we have increased cross sector collaboration, driving closer links with new partners, increasing our total to 84. We have also worked with strategic partners such as Fair Tax Mark and Living Wage Foundation. In addition we

have worked with industry partners including Western Power Distribution (WPD) and Centre for Sustainable Energy, with whom we created the Smart and Fair research initiative which will help us better understand the impact of the energy transition on vulnerable consumers.

In addition to this, the 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. 73 events, covering face to face and webinars were held, as well as attendance at industry events including All Energy Conference, Scottish Transport show and the Oxford EV summit which SSEN sponsored. Some examples of our specific improvements following these events range from developing a suite of flexibility services with pricing options for CMZs to rolling out a significant improvement to our previous GIS system to make it more convenient and practical for customers to navigate and to provide a streetview and built in Google Maps.

You can find out more on our Connections Engagement at [ssen.co.uk/ConnectionsInformation/StakeholderEngagement/ICE](https://ssen.co.uk/ConnectionsInformation/StakeholderEngagement/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. Some examples of key outcomes in 2019/20 were our innovative partnerships with Citizens Advice. In England we launched the Home and Well project with Citizens Advice, Southern Water, Portsmouth Water and NHS hospital discharge units. With Citizens Advice Scotland we are funding four specialist energy advisers in areas with exceptionally high fuel poverty. The advisers helped 488 people with 2,010 separate issues in the first nine months of the project.

You can find these reports online at [ssen.co.uk/Library/StakeholderEngagementPublications](https://ssen.co.uk/Library/StakeholderEngagementPublications).

While we pause to reflect on our achievements over 2019/20, 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:



# Looking Forward – Supporting the Transition to a Low Carbon Economy

At SSEN we are also mindful of changes and new challenges that have emerged in RIIO-ED1 that were not necessarily in our Business Plan. It is important that we keep pace with change and remain flexible and responsive. One of the biggest challenges we face as a company and industry is in doing our bit, and supporting the transition to a low carbon economy. We think there is a lot we can offer in this area. By way of example, we are a key partner in LEO (Local Energy Oxfordshire), a £40+ million multi-stakeholder project being run in Oxfordshire. It is one of the largest projects of its kind in this country, creating a model for a local energy system of the future that can be replicated elsewhere.

The project supports the UK's journey to achieving net-zero goals through a move to smarter energy networks that take a whole system view and an equitable approach to meeting a local community's growing need for sustainable power, heat, and transport.

Alongside LEO is SSEN's Ofgem-Network Innovation Competition (NIC) funded TRANSITION project which is designing and implementing the common tools and platforms, flexibility markets and the system architecture required to support the delivery of new Distribution System Operation capabilities (DSO).

These projects have very strong synergies and are being implemented together to bring forward new sources of flexibility, to trial them concurrently within new flexibility market designs and control them using novel system operation technologies within Oxfordshire.

The projects are at present at the early stages of basic flexibility trials to reveal how new and existing generation, demand response and storage assets

in Oxfordshire can help us to match local supply and demand needs. An example of this includes recent 'minimum viable system' flexibility checks at Sandford Hydro, a hydro-electric station on the River Thames.

Data is key to successful outcomes for both projects and we have recently installed 45 of 100 new Low Voltage (LV) monitors in substations across Oxfordshire. This is giving us high frequency data at a granularity that SSEN has not had before, showing the requirement for flexibility on the LV network, providing a view of the system before, during, and after trials are implemented.

LEO has also developed a local integrated land use map to help it make more informed project decisions. The map includes spatial data (including environmental and landscape designations, agricultural grade, flood risk zones, planned housing and employment) and publicly available data on national databases (e.g. the location and installed capacity of existing renewables). LEO has also worked with a third party GIS provider to develop a map layer indicating areas across Oxfordshire which may be suitable for installation of additional renewables at a variety of scales.

TRANSITION has successfully procured systems both for Neutral Market Facilitator (NMF) and Whole System Coordination (WSC), both of which are fundamental to SSEN's journey to becoming a DSO. The WSC will have the task of integrating with system forecasting and power system analysis, to derive the flexibility requirements across timescales from hours/days to months ahead. The NMF will take the outputs from the WSC and arrange an efficient and technology-neutral platform for market procurement of solutions to those requirements.

Moving in to the next phase of the TRANSITION project we will be further implementing the design requirements of the NMF and WSC, further establishing the contractual roles and responsibilities within the marketplace, clarifying the market rules required for the implementation, all leading to implementation of the overall concept by means of a programme of full market trials in Oxfordshire in late 2021 onwards.

We have been engaging with our key stakeholders through a programme of webinars in 2020 and have also published online a large range of TRANSITION and LEO project related reports and documents to disseminate our learning to industry, academia and potential fast followers.

We are also closely integrated with the overall direction of industry innovation via the Energy Networks Association (ENA) 'Open Networks Project'. Together with our peer DSOs, National Grid ESO and industry regulators and policy makers, our innovation projects LEO and TRANSITION are aiming to be consistent with examples of industry best practice as well as feeding back our experience to guide the future direction of others.

**More information can be found at the following locations:**

- [ssen.co.uk/SmarterElectricity/](https://ssen.co.uk/SmarterElectricity/)
- [project-leo.co.uk/](https://project-leo.co.uk/)
- [ssen-transition.com/](https://ssen-transition.com/)
- [energynetworks.org/creating-tomorrows-networks/open-networks](https://energynetworks.org/creating-tomorrows-networks/open-networks)





# 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 is available in our separate report by following the link on the right hand side of this page.



A full index of our 110 commitments can be found here: [ssen.co.uk/DistributionPriceControlReview/](https://ssen.co.uk/DistributionPriceControlReview/)

Category	Total Commitments	Below Target	On Target	Ahead of Target	Complete	Overall Status Against Plan
Reliability	27	6	20	0	1	★★☆☆
Social Obligations	23	0	12	3	8	★★★★☆
Safety	12	0	7	3	2	★★☆☆
Environment	11	3	3	3	2	★★☆☆
Connections	15	1	11	0	3	★★☆☆
Customer Satisfaction	22	0	11	6	5	★★★★☆
<b>Total</b>	<b>110</b>	<b>10</b>	<b>64</b>	<b>15</b>	<b>21</b>	★★☆☆



Complete



Ahead of Target



On Target



Below Target



# 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.

## **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.

## **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.

# Engage with us

Stay updated with the latest news and improvements by following us online:



[twitter.com/ssencommunity](https://twitter.com/ssencommunity)



[ssen.co.uk](https://www.ssen.co.uk)



[facebook.com/ssencommunity](https://facebook.com/ssencommunity)



Media enquiries should call SSE's Press Office:  
**+44 (0)345 0760 530**



[instagram.com/ssencommunity](https://instagram.com/ssencommunity)



Investor enquiries should be emailed:  
**[ir@sse.com](mailto:ir@sse.com)**



[linkedin.com/company/ssencommunity](https://linkedin.com/company/ssencommunity)

