Stakeholder Engagement Workshop

Reading - March 2018
Welcome

• Housekeeping
• Objectives for the day
• Electronic voting
Electronic voting

If you could be any film character, who would you be?

1. Indiana Jones
2. Wonder Woman
3. Spartacus
4. Mrs Doubtfire
5. Erin Brockovich
6. The Big Lebowski
7. Han Solo
8. Lara Croft
9. Scarlett O’Hara
10. Spiderman
Vote

What type of stakeholder are you?

1. Domestic customer / consumer interest body
2. Business customer (or representative)
3. Local authority officer / elected representative
4. Developer / connections representative
5. Environmental representative
6. Energy / utility company
7. Charity / non-profit organisation
8. Academic / education institute
9. Housing / development
10. Other
Colin Nicol
Managing Director
Today’s format:

Three sessions

• RIIO-ED1 Business Plan
• Social obligations
• Distribution System Operator (DSO)

Roundtable discussions and electronic voting: an opportunity to have your say
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Presenter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>09.30 – 10.00</td>
<td>Registration, welcome, tea and coffee</td>
<td></td>
</tr>
<tr>
<td>10.00 – 10.05</td>
<td>Welcome &amp; Overview</td>
<td>James Garland: EQ Communications</td>
</tr>
<tr>
<td>10.05 – 10.15</td>
<td>Introduction, background and context</td>
<td>Colin Nicol: Managing Director</td>
</tr>
<tr>
<td>10.15 – 10.25</td>
<td>Workshop 1: Your experience of working with SSEN</td>
<td>All</td>
</tr>
<tr>
<td>10.25 – 10.45</td>
<td>Our Business Plan commitments</td>
<td>Maureen Barrie: Head of Networks Customer Assurance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Emma Merritt: Customer Assurance Auditor</td>
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<tr>
<td>10.45 – 11.15</td>
<td>Workshop 2: Your views on our Business Plan commitments</td>
<td>All</td>
</tr>
<tr>
<td>11:15 – 11:35</td>
<td>Coffee break</td>
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<tr>
<td>11.35 – 12.00</td>
<td>Our Social Obligations</td>
<td>Lisa Doogan: Director of Customer Relationship Management</td>
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<td></td>
<td></td>
<td>Simon O’Loughlin: Stakeholder Engagement Manager</td>
</tr>
<tr>
<td>Workshop 3: Focus on the Priority Services Register and Resilient Communities</td>
<td>12.00 – 12.25</td>
<td>All</td>
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<tr>
<td>Our Transition to Distribution System Operator (DSO)</td>
<td>12.25 – 12.35</td>
<td>Stewart Reid: Head of DSO and Innovation</td>
</tr>
<tr>
<td>Workshop 4: How we can ensure all of our customers benefit from the transition to DSO</td>
<td>13.25 – 12.55</td>
<td>All</td>
</tr>
<tr>
<td>Wrap up and next steps</td>
<td>12.55 – 13.05</td>
<td>James Garland</td>
</tr>
<tr>
<td>Lunch</td>
<td>13.05 – 14.00</td>
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</tbody>
</table>
Your experience of working with SSEN
Our Business Plan
Commitments

Maureen Barrie, Head of Networks Customer Assurance
Emma Merritt, Customer Assurance Auditor
RIIO-ED1 and Our Business Plan

Revenue = Incentives + Innovation + Outputs

“The RIIO-ED1 price control set the outputs that the 14 electricity Distribution Network Operators (DNOs) need to deliver for their consumers and the associated revenues they are allowed to collect for the eight-year period from 1 April 2015 to 31 March 2023” - Ofgem

Between June 2012 and October 2013 we undertook a programme of Stakeholder Engagement and Consultation

Using a combination of telephone, online and street surveys, focus groups and deliberative events we engaged with 5,043 stakeholders
RIIO-ED1 and Our Business Plan

The views of our customers and stakeholders influenced our Business Plan and led to the creation of 110 commitments under 6 output areas.

<table>
<thead>
<tr>
<th>Achieved</th>
<th>18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commitment on track</td>
<td>91</td>
</tr>
<tr>
<td>Commitment under review</td>
<td>1</td>
</tr>
<tr>
<td>Commitment not met or off target</td>
<td>0</td>
</tr>
</tbody>
</table>

**6 RIIO-ED1 Output Areas**

- **Reliability and Availability**
  providing long-term reliability of supply, minimising the number and duration of interruptions and ensuring adaptation to climate change

- **Environment**
  reducing carbon emissions and the environmental impact of the company’s activities by managing carbon footprint, visual amenity and pollution

- **Connections**
  connecting customers in a timely and efficient way, and enabling competition

- **Customer satisfaction**
  maintaining high levels of customer satisfaction and improving service

- **Social obligations**
  helping vulnerable customers

- **Safety**
  providing a safe network in compliance with Health and Safety Executive (HSE) safety standards
Reliability and Availability

**Supply Interruptions** – We will improve our network performance and service

- **14.22% fewer** customers experience 3 or more unplanned interruptions per year
- **We increased the notice period for planned interruptions from 2 days to 7 days**

**Average fault duration has decreased**

- SEPD – **3 minutes**
- SHEPD – **90 minutes**

**New Technology** – We will use new technologies to assist in network resilience, fault restoration and site response

- **805 supply interruptions** prevented through the use of Bidyongs (automatic fuse replacement)
- **We invested in light detection and ranging technology to map above ground assets**

**Investment** – We will invest in our network to improve resilience

- Our current projects include reinforcement of the network in Bicester and submarine cable replacement in the Scottish Isles
- **Our total expenditure for the first two years of RIIO was £820.4 Million**

**Network Readiness and Innovation** – We will prepare our network for the future

- **We are continually involved in the review of electric vehicles of their impact on the network**
- **Out current Constraint Management Zones (CMZ) are expected to defer approximately £16 million of reinforcement**
**Environment**

**Sustainable Working** - We will work to reduce our impact on the environment

- Our Business Carbon Footprint has reduced by **12,423 tonnes (over 27%)**
- We have removed **4.9km** of oil filled cable. A Project is underway to remove an additional **13.2km**

**Visual Impact** – We will work with communities to reduce the visual impact of our overhead lines

- To date we have:
  - Completed – **6.74km**
  - In progress – **20.52km**
  - Planned – **23.15km** at a forecast of **£5.5 million**

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

- Around **7%** of electricity distributed on our networks is reported as losses
- We have started installation of plant and equipment which enhances loss reduction, including energy efficient transformers
- We introduced our revenue protection team to detect and prevent energy theft who resolve **c.700 theft records per month**
## Connections

### Connections Engagement – We will hold regular customer engagement events and workshops across a wide range of subjects

We increased the number of connections customers we engaged with by **47%** in 2016/17 compared to 2015/16  
We sponsor, exhibit at and participate in our partners’ stakeholder events

### Information Availability - We will facilitate an open and competitive market by improving the information that is publicly available

We made updates to our website to improve its usability and the information available, including a connections heat map  
We assign a dedicated customer account manager to all major connections at the quotation stage to provide guidance

### Connections Service – We will make improvements to our Connections service

The time taken to issue a quote has decreased by an average of **39%** for a single connection and **51%** for 2-4 connections  
**We reply to customers applying for a new connection within 3 working days on average**  
We provide an enhanced customer service training programme to all connections employees
# Customer satisfaction

<table>
<thead>
<tr>
<th>Commitments</th>
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<tbody>
<tr>
<td><strong>Communication</strong> – We will improve our communication with our customers, giving them more ways to contact us</td>
</tr>
<tr>
<td><strong>Stakeholder Engagement</strong> - We will seek customer and stakeholder views and act on the issues raised</td>
</tr>
<tr>
<td><strong>Partnerships and Assurance</strong> - We will use external experts to provide support and assurance</td>
</tr>
<tr>
<td><strong>Customer Service Training</strong> - We will provide extensive customer service training for all customer facing employees</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Details</th>
</tr>
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<tbody>
<tr>
<td><strong>Improvements to our website saw us ranked 1st overall in the industry</strong></td>
</tr>
<tr>
<td><strong>We have increased attendance at industry events and host stakeholder workshops</strong></td>
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<tr>
<td><strong>Average time to provide an update on a fault is 7 minutes 25 seconds</strong></td>
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<tr>
<td><strong>We inducted our Stakeholder and Inclusive Service Panels.</strong></td>
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<tr>
<td><strong>We have conducted regular customer research</strong></td>
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<tr>
<td><strong>We entered into a knowledge partnership with Dundee university</strong></td>
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<tr>
<td><strong>We joined the Institute of Customer Service and achieved compliance with BS18477</strong></td>
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<tr>
<td><strong>We reduced our part of the electricity bill by 10% in 2015</strong></td>
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<tr>
<td><strong>We provided a suite of customer service skills courses including focussed training on complaints handling</strong></td>
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<tr>
<td><strong>Our regional customer relationship managers are working with contract partners to deliver customer service training</strong></td>
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*Scottish & Southern Electricity Networks*
Social obligations

**Priority Service Register (PSR)** – We will improve the service and support provided to PSR customers. We proactively contact our PSR customers prior to storms and during planned interruptions. We issued over 3,500 vulnerability packs to PSR customers. We introduced welfare vans and work with local businesses to support communities during storms.

**Focus on Vulnerability** - We have processes which ensure that all customers are provided with the correct level of support for their needs. We appointed a stakeholder engagement manager, dedicated to working on consumer vulnerability. We implemented a vulnerability mapping tool to help our employees deliver targeted assistance.

**Training and Education** – We will train our employees to identify and support customers in vulnerable situations. We provide training to our employees and contract partners on vulnerability with over 4,000 people trained to date. Our customer relationship managers and customer community advisers received specialised community resilience training.

**Partnerships and Resilience** - We will work with emergency planning groups to develop resilience plans. We have created 67 resilience plans with emergency planning groups and community groups. We have funded 257 projects through our resilient communities fund.
Safety

**Safety Training** – We will provide training to our employees and contract partners

- Our safety family concept has been rolled out to all employees and contract partners
- Our employees and contract partners are currently undergoing behavioural safety training

**Network Safety** - We will keep looking for new ways to keep you safe around our equipment

- We plan to underground 500km of 11kv network during RIIO-ED1 period, 100km already processed
- We have increased involvement with national activities and the work we complete with the Energy Networks Association

**Community Engagement** - We will engage across the community to help keep people safe

- We run targeted campaigns to known risk areas including farmers, boating groups, and scaffolding companies
- We launched our “Look Out, Look Up” campaign with over 19,000 cab stickers distributed and over 1.7 million views of our TV advert
- We provide network maps and offer overhead line assessments and cable tracing for those carrying out work near our network
Our 12 Core Commitments

Working together with our customers and stakeholders we gained an understanding of what is expected from our networks

This led to the selection of our 12 Core Commitments which underpinned our business plan

None of the current Core Commitments fall under Social Obligations

Four of the 12 have now been completed
Looking forward - Discussion

Our Business plan and 12 core commitments were agreed 4 years ago

We believe the needs of our stakeholders and customers have changed and we want our Core Commitments to reflect the themes which matter to them

1. Of the six output areas presented, which do you feel are the most important?
2. Out of the themes that have been discussed, are there any you believe should be prioritised?
3. Reflecting on the performance examples provided, is there anything we could do differently?

After the discussion we will be asking you to vote on the outputs and themes
Voting Question 1 - Outputs

Of the six Output areas listed below, which do you feel SSEN should prioritise? Please pick your top two in order

1. **Reliability and Availability** - providing long-term reliability of supply, minimising the number and duration of interruptions and ensuring adaptation to climate change

2. **Environment** - reducing carbon emissions and the environmental impact of the company’s activities by managing carbon footprint, visual amenity and pollution

3. **Connections** - connecting customers in a timely and efficient way, and enabling competition

4. **Customer satisfaction** - maintaining high levels of customer satisfaction and improving service

5. **Social obligations** - helping vulnerable customers

6. **Safety** - providing a safe network in compliance with Health and Safety Executive (HSE) safety standards
Voting Question 2 - Reliability and Availability

Of the four themes listed below, which do you feel SSEN should prioritise? Please pick your top two in order

1. **Supply Interruptions** – We will improve our performance and service

2. **New Technology** – We will use new technologies to assist in network resilience, fault restoration and site response

3. **Investment** – We will invest in our network to improve resilience

4. **Network Readiness and Innovation** – We will prepare our network for the future
Voting Question 3 - Environment

Of the three themes listed below, which do you feel SSEN should prioritise? Please pick your top two in order

1. **Sustainable Working** - We will work to reduce our impact on the environment

2. **Visual Impact** – We will work with communities to reduce the visual impact of our overhead lines

3. **Electrical Losses** - We will use new sources of data to create better models that allow us to analyse and track losses and target loss reduction
Voting Question 4 - Connections

Of the three themes listed below, which do you feel SSEN should prioritise? Please pick your top two in order

1. **Connections Engagement** – We will hold regular customer engagement events and workshops across a wide range of subjects

2. **Information Availability** - We will facilitate an open and competitive market by improving the information that is publicly available

3. **Connections Service** – We will make improvements to our connections service
Voting Question 5 - Customer satisfaction

Of the four themes listed below, which do you feel SSEN should prioritise? Please pick your top two in order

1. **Communication** – We will improve our communication with our customers, giving them more ways to contact us

2. **Stakeholder Engagement** - We will seek customer and stakeholder views and act on the issues raised

3. **Partnerships and Assurance** - We will use external experts to provide support and assurance

4. **Customer Service Training** - We will provide extensive customer service training for all customer facing employees
Voting Question 6 - Social obligations

Of the four themes listed below, which do you feel SSEN should prioritise? Please pick your top two in order

1. Priority Service Register – We will improve the service and support provided to PSR customers

2. Focus on Vulnerability - We will develop processes which ensures that all customers are provided with the correct level of support for their needs

3. Training and Education – We will train our employees to identify and support customers in vulnerable situations

4. Partnerships and Resilience - We will work with emergency planning groups to develop resilience plans
Voting Question 7 - Safety

Of the three themes listed below, which do you feel SSEN should prioritise? Please pick your top two in order

1. **Safety Training** – We will provide training to our employees and contract partners

2. **Network Safety** - We will keep looking for new ways to keep you safe around our equipment

3. **Community Engagement** - We will engage across the community to help keep people safe
Social Obligations

Lisa Doogan, Director of Customer Relationship Management

Simon O’Loughlin, Social Obligations Engagement Manager
Three objectives in 20 minutes

You’ll know more about our social obligations and the Priority Services Register (PSR)

You’ll know about other ways in which we help including our Resilient Communities Fund

We’ll ask you to help shape our future PSR services and our support for communities
What do we mean by Social Obligations?

Social Obligations are summed up in four areas but these cover a very broad range of activities:

• Priority Services Register
• Partnerships and Resilience
• Training and Education
• Focus on Vulnerability
Priority Services Register

Partnerships and Resilience

Training and Education

Focus on Vulnerability

Social Obligations
Two quick questions before we look at the Priority Services Register

1 – Do you know what the Priority Services Register is? Please select 1 for no knowledge at all to 5 for very knowledgeable

2 – Do you think you know someone personally who would be eligible to join the Priority Services Register? Please select 1 don’t know anyone to 5 if you’re certain someone you know is eligible
The Priority Services Register (PSR)

What is the Priority Services Register?

Who is eligible to join?

What are the benefits?
Making the PSR work

Recognising and registering customers

Promoting PSR service

Prioritising our help

Stakeholder opinions
**Giving PSR a sense of scale**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of households</td>
<td>3,358,216</td>
</tr>
<tr>
<td>Total number registered for PSR</td>
<td>523,668</td>
</tr>
<tr>
<td>Total number of PSR 1 households</td>
<td>37,216</td>
</tr>
<tr>
<td>Total number of PSR 2/3 homes</td>
<td>486,452</td>
</tr>
<tr>
<td>Estimate of PSR eligible homes</td>
<td>1,343,000</td>
</tr>
</tbody>
</table>
PSR Categories

We prioritise our response for PSR customers so people who may require help more urgently receive the first calls and the quickest help. The categories are as follows:

<table>
<thead>
<tr>
<th>PSR 1</th>
<th>PSR 2</th>
<th>PSR 3</th>
</tr>
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<tbody>
<tr>
<td>Stair lift, hoist, electric chair</td>
<td>Blind</td>
<td>Additional presence</td>
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<td>Chronic Illness</td>
<td>Hospice or residential home</td>
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<td>Dialysis, feeding pump and automated medication</td>
<td>Careline/Telecare</td>
<td>Mental health</td>
</tr>
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<td>MDE electric showering</td>
<td>Hearing/speech difficulties</td>
<td>Pensionable age</td>
</tr>
<tr>
<td>Refrigerated medicine</td>
<td>Dementia</td>
<td>Partially sighted</td>
</tr>
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<td>Nebuliser or apnoea monitor</td>
<td>Unable to communicate in English</td>
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<tr>
<td>Oxygen concentrator</td>
<td>Developmental conditions</td>
<td>Restricted hand movement</td>
</tr>
<tr>
<td>Oxygen use</td>
<td>Physical impairment</td>
<td>Poor sense of smell</td>
</tr>
<tr>
<td></td>
<td>Post hospital</td>
<td>Life changes</td>
</tr>
<tr>
<td></td>
<td>Unable to answer door</td>
<td>Young householder</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Children under 5</td>
</tr>
</tbody>
</table>
PSR Categories

We have highlighted four current PSR1 customer requirements as we’re about to ask a question based around these arguably more critical needs:

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Scottish & Southern Electricity Networks
Resilient Communities Fund
Improving resilience across our communities

We help communities to become more resilient in a number of ways from resilience planning to working with resilience partners and emergency services.

Our Resilient Communities Fund is another way we provide vital help.
The fund will support projects that:

1. Protect the welfare of vulnerable community members through enhancing their resilience and improving community participation and effectiveness
2. Enhance community facilities, services and communication specifically to support the local response in the event of a significant emergency event

Applications can be up to £20,000 and are judged on the benefits they will provide and can be made here: ssen.co.uk/resiliencefund/
Fund statistics

• A total of 134 applications
• 77 successful applications
• Approximately 57% successful
• Total awarded £505,720
• Smallest award £201
• Joint largest award £20,000
• Across 18 local authority areas
What have we funded this year?

- 18 Defibrillator applications
- 13 Resilience equipment
- 12 Training and events
- 9 Generator applications
- 8 Flood related
- 6 Emergency vehicles
- 5 Communication equipment
- 4 Specialist vulnerability
- 2 Emergency lighting
Looking forward - Discussion

1. Do you think we should create new PSR category for customers at the highest risk without electricity?
2. Do you believe we should focus more on promoting the Priority Services Register to PSR1 customers?
3. Which types of projects do you feel should be prioritised for community funding?

After the discussion we will be asking you to vote on the outputs and themes.
PSR Questions - 1

How do you feel about the following statements:

A: We should create a new PSR category of PSR1+ for customers with highest risk without electricity (ie the four highlighted in orange)

Do you strongly disagree.......... strongly agree?

B: We should create a new PSR category of PSR1+ for customers with more than one PSR1 eligibility

Do you strongly disagree.......... strongly agree?

C: We should carry on as we are with the three categories

Do you strongly disagree.......... strongly agree?
PSR Questions - 2

How do you feel about the following statements:

A: We should focus more on promoting the Priority Services Register to PSR1 customers

Do you strongly disagree............ strongly agree?

B: We should promote the PSR to areas we know most eligible customers live, even if they aren’t PSR1?

Do you strongly disagree............ strongly agree?

C: We should carry on promoting the PSR equally to all customers regardless of location or priority?

Do you strongly disagree............ strongly agree?
Community Funding in England - Question 1

How do you feel about the following statement:

Projects which support communities who are particularly remote or isolated and have experienced emergency events due to poor weather in the past should be prioritised for community funding?

Do you strongly disagree.......... strongly agree?
Community Funding in England - Question 2

How do you feel about the following statement:

Projects which demonstrate innovative approaches to improving the resilience of vulnerable community members should be prioritised for community funding?

Do you strongly disagree.......... strongly agree?
Community Funding in England - Question 3

How do you feel about the following statement:

Projects which support areas where it can be difficult for emergency services to respond to should be prioritised for community funding?

Do you strongly disagree......... strongly agree?
Community Funding in England - Question 4

How do you feel about the following statement:

Projects which demonstrate innovative approach to training local communities to become more resilient during emergency events should be prioritised for community funding?

Do you strongly disagree........... strongly agree?
Community Funding in England - Question 5

How do you feel about the following statement:

Projects which improve resilience across the whole distribution area should be prioritised for community funding?

Do you strongly disagree........... strongly agree?
Community Funding in England - Question 6

How do you feel about the following statement:

Projects from areas which have not applied before and have been identified as having especially low resilience should be prioritised for community funding?

Do you strongly disagree............ strongly agree?
Community Funding in England - Question 7

How do you feel about the following statement:

Projects which require seed funding for community energy projects should be prioritised for community funding?

Do you strongly disagree.......... strongly agree?
How we use electricity is changing...
Definition

A Distribution System Operator (DSO) securely operates and develops an active distribution system comprising networks, demand, generation and other flexible distributed energy resources (DER).

As a neutral facilitator of an open and accessible market it will enable competitive access to markets and the optimal use of DER on distribution networks to deliver security, sustainability and affordability in the support of whole system optimisation. A DSO enables customers to be both producers and consumers; enabling customer access to networks and markets, customer choice and great customer service.
The Key Functions of a DSO

Three Stage Process to operate network efficiently:

1. Planning
2. Procurement
3. Operation and dispatch

Planning in advance allows procurement of flexibility and reduces need for curtailment in operation
DSO Transition
What’s important?

Customers
Costs
Collaboration

Must work for all customers

‘Learning by Doing’ drives the best outcomes

‘Neutrality’ must be a key feature

Must strive to remove barriers for local solutions

Must be coordinated and cost effective

Distribution System Operator

Scottish & Southern Electricity Networks
Impact on the network...
Growth in Low Carbon Technologies

125,000 Plug-in Cars
Reg. UK Nov 2017 (Approx)

4,200 Plug-in Vans
Reg. UK Nov 2017 (Approx)

59 Plug-in Models
Available Nov 2017 (Plus variants)

14,000 UK Charge Pts
Nov 2017 (Zap-Map)

Cumulative year-on-year electric vehicle registrations (UK) 2012-2017

Sources: SMMT, DFT, OLEV Statistics
Analysis: Next Green Car, October 2017
Transition to DSO

Asset Management

Asset Management &
Market Facilitation
Questions?
Round Table Discussion Questions

1. How do we ensure vulnerable customers aren’t left behind in the transition to DSO?

2. Who should we work with to ensure this is the case

3. Are you aware about the opportunities that smart grids may offer?
Voting

Following today’s presentation, Q&A, and roundtable discussion, on a scale of 1 – 10, my knowledge of the transition to DSO has improved...

1. Not at all
2.
3.
4.
5. A fair amount
6.
7.
8.
9.
10. A great deal
Thank you and next steps