



EMOTIONALLY
INTELLIGENT
COMMUNICATIONS

SSEN DISTRIBUTION STAKEHOLDER WORKSHOP

SWINDON

OCTOBER 2018



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INTRODUCTION

On 8 October 2018, SSEN hosted the fourth in a series of five workshops aimed at gathering feedback from its stakeholders on the following topics: stakeholders' experience of working with SSEN; SSEN's approach to keeping people safe; network investment; and the transition to Distribution System Operator (DSO) and the role of Social Constraint Managed Zones (S-CMZs).

The workshop took place at the DoubleTree by Hilton Hotel in Swindon. The event consisted of four short presentations given by SSEN representatives, each followed by round table discussions and electronic voting.

SSEN instructed EQ Communications, a specialist stakeholder engagement consultancy, to independently facilitate the workshops and to take notes of the comments made by stakeholders. Every effort has been made to faithfully record the feedback given. In order to encourage candour and open debate, comments have not been ascribed to individuals. Instead, notes have been made of the type of organisation that each stakeholder represents.

The full presentation can be found [here](#), with the agenda for the day on slide 6.

EXECUTIVE SUMMARY

STAKEHOLDERS' EXPERIENCE OF WORKING WITH US

The workshop began with a video and an introductory presentation given by Ian Crawley, Operational Safety Manager. Ian explained SSEN's role in the energy network. He then talked through the outcomes of the company's engagement workshops, which had been held in the spring, and outlined the actions taken by SSEN as a direct result. After this presentation, stakeholders were asked to give their feedback based on their experience of working with SSEN.

- Stakeholders who came to the workshop in Swindon were keen to discuss a multitude of issues, including the transition to DSO, renewables, new connections, smart grids and fuel poverty.
- Many delegates reported positively on working with SSEN on projects involving grid applications and new connections, particularly stakeholders from the development and engineering sectors. Others emphasised SSEN's strengths in future planning and leadership.
- Other stakeholders pointed to some issues at SSEN, including poor communications, a lack of integration between departments, substandard support for vulnerable customers, and a confusing complaints system.

OUR APPROACH TO KEEPING PEOPLE SAFE

Ian also presented on SSEN's approach to safety. He outlined the company's performance in this area along with a number of campaigns, including the 105 phone number (to call in the event of a power cut); the Power Track app; and showing a video which had been aired in SSEN's network area. He then talked stakeholders through SSEN initiatives involving DIY supply chains as well as manufacturers and suppliers of farm and construction machinery.

- Only a handful of delegates were familiar with the 105 number and the Power Track app. However, once both of these campaigns had been introduced to the stakeholders, they were very well received, and many stakeholders were interested in downloading and using the app.
- A similarly low number of delegates were aware of SSEN's other safety campaigns, including the Look Out, Look Up video. Many expressed a desire to see more public safety campaigns centred on safety in the home.
- During the table discussions, a large number of stakeholders said they would be happy to pay a bit more on their bills to fund safety campaigns, but this was not reflected in

the electronic voting, where 50% said that they would not be prepared to pay more on their bill to see more investment in safety campaigns.

NETWORK INVESTMENT

The presentation on network investment was given by Mark O'Connor and Kate Markman, System Planning and Investment Engineers. Their presentation covered the pros and cons of proactive and reactive investment to ensure reliability and availability. They then outlined their approach to rutter pole replacement and the proposed measures for reducing the visual impact of overhead lines in Areas of Outstanding Natural Beauty (AONBs), before explaining how funding for this could be used to improve reliability. The presentation also included an explanation of SSEN's current approach to customer connections and connections-driven reinforcement, which is, at present, informed by the Electricity Act legislation, which states that connections offers will be based on the 'minimum scheme'.

- Many delegates took a future-facing, optimistic view on proofing the network, expressing their preference for proactive investment over reactive investment.
- Stakeholders wanted to see more collaboration on network investment, with many positing local authorities as the most well-positioned bodies to carry out this work.
- There was debate over charging mechanisms, with stakeholders arguing different cases in a manner that, for the most part, reflected their sectors: local authorities warned against the poorer segments of society bearing the burden of a socialised cost, while developers and housing representatives were wary of shouldering the costs of network investment.
- There was some consensus that a centralised approach was needed from Ofgem, and a majority agreed that SSEN should lobby the government to amend the Electricity Act.

THE TRANSITION TO DSO AND THE ROLE OF S-CMZs

Stewart Reid, Head of DSO and Innovation, presented on SSEN's transition to a DSO. His presentation began with a short video explaining what this would mean for the network and for customers. He then outlined SSEN's recent projects, including Thames Valley Vision; My Electric Avenue; ACCESS (Assisting Communities to Connect to Electric Sustainable Sources); SAVE (Solent Achieving Value from Efficiency) and NINES (Northern Isles New Energy Solutions). Stewart then explained the concept of S-CMZs before asking stakeholders to give their feedback.

- Most of the delegates were aware of the transition to DSO, but very few had encountered S-CMZs.

- Many felt that S-CMZs were a good idea as they promote community cohesion, cost saving and energy efficiency, but stakeholders also identified major challenges in terms of limited awareness and a lack of community leadership.
- To counter these challenges, stakeholders suggested that local authorities, parish councils and SSEN should take a proactive role by speaking out about the environmental cost of failing to implement CMZs and pioneering pilot projects that could be held up to reluctant communities as examples of best practice.
- Everyone agreed that any plan needed to demonstrate a clear benefit, with a financial incentive seen as more compelling than a moral one.

WRITTEN FEEDBACK

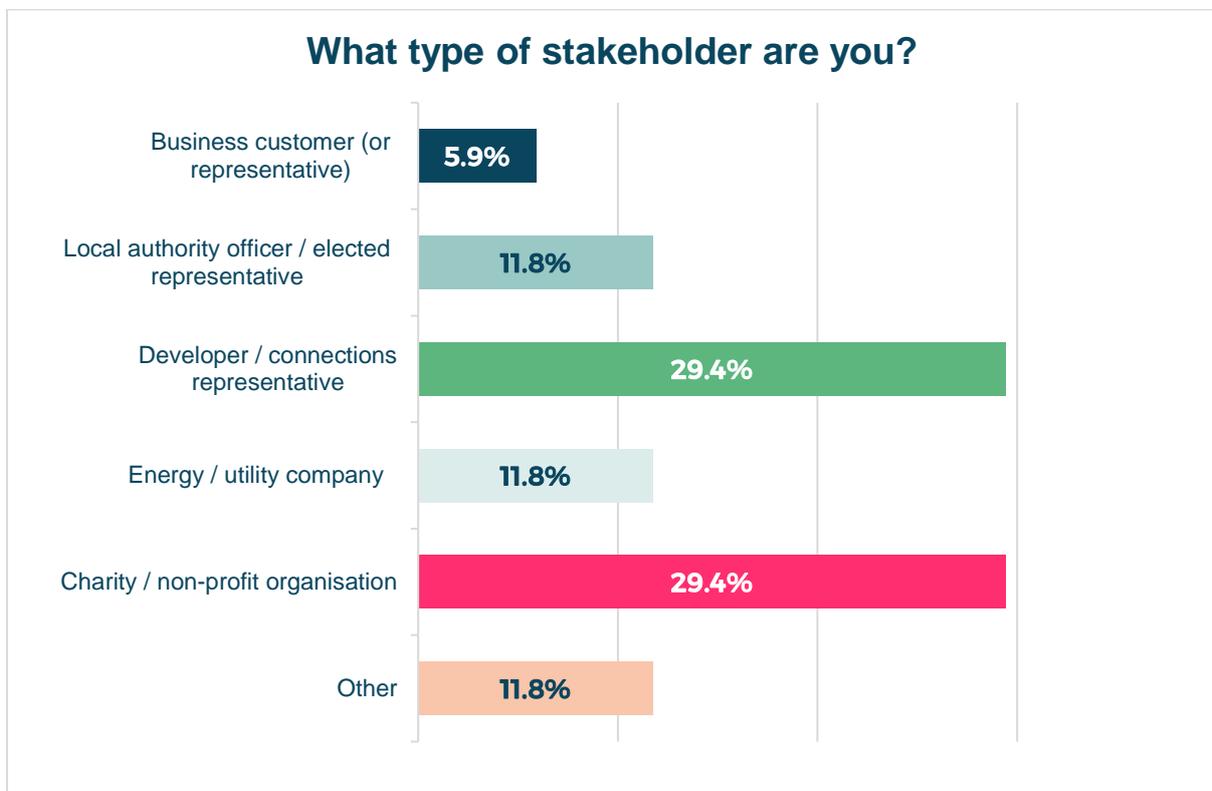
After the workshop, stakeholders were asked to complete a short feedback form. Some of the key findings are shown below:

- 94% of attendees who filled out a feedback form told us that they found the workshop 'very interesting' or 'interesting', with only one stakeholder stating otherwise.
- 100% of stakeholders agreed or strongly agreed that they had been given an opportunity to make points and ask questions, and 69% of attendees agreed that the right topics were covered on the day.
- 56% thought EQ Communications' facilitation was 'very good', with 38% opting for 'good'.
- 80% wished to receive the post-event report and would be interested in attending similar events in the future.

ATTENDEES

A total of 25 stakeholders attended the workshop, representing 16 organisations. The companies represented on the day are shown below:

Barratt Homes	Public Power Solutions
Centre for Sustainable Energy	Schneider Electric
Citizens Advice	Swindon and Wiltshire Local Enterprise Partnership
DistGen	Swindon Borough Council
Element Power	TH White Group
Foundation Property & Capital	University of Bath
Powerline Technologies Ltd	Wiltshire Council
National Grid	Wood



WORKSHOP ONE: YOUR EXPERIENCE OF WORKING WITH SSEN

Summary

Stakeholders had wide-ranging reasons for attending the workshop, from future proofing, the DSO transition, smart grids and electric vehicles, to new connections, housing developments and vulnerable customers. Many stakeholders, especially those from the academic and engineering sectors, were positive about working with SSEN, with particular praise for grid applications and the future-facing dynamism and leadership of the company. Conversely, some stakeholders said that they felt there had been systemic issues at SSEN. These centred on poor support of vulnerable customers, ineffective data sharing, a lack of connectivity between departments, communications and poorly handled complaints.

Some delegates, particularly those representing local authorities and housing developments, expressed the need for more information about local plans and issues, and suggested that individual account managers for connections customers would improve accountability. Stakeholders had positive reports of Electricity North West on account of their communications and the speed with which they resolve customer issues.

On connections, delegates stated a preference for liaising with a designer during the process, as is the case with the other DNOs, rather than with a contract manager who does not have the requisite technical expertise, as is the practice at SSEN. Although some stakeholders felt there were issues around SSEN's communications (above), others considered SSEN to be at the head of the pack, closely followed by Western Power Distribution (WPD) and UK Power Networks (UKPN). WPD were seen to be superior in terms of their work with vulnerable customers.

1. What is your reason for attending today / what is your particular area of interest?

- "I'm here to get to know people within SSEN better and to find out about new technologies like battery storage." Infrastructure / engineering representative
- "I'm doing research around reliability and resilience and I'm interested in hearing what you are doing." Energy / utility company
- "Down in South Wiltshire we are looking at developing businesses and educational institutions; the power requirements go hand in hand with that, and I want to get some more information." Business representative
- "My interest is how SSEN takes DSO forward and the information they can provide at this stage." Academic

- “I’m interested to see what SSEN’s plans are around the smart grid – there’s an awful lot of integration going on and I want to know how we can interact with that.” Infrastructure / engineering representative
- “I’m here to see how what SSEN is doing could affect housing developments.” Housing representative
- “I’m here to find out more about smart electric vehicles.” Energy / utility company
- “I want to see how SSEN can help with vulnerable people.” Local authority officer

2. What has your experience been like of working with SSEN?

- “We have a really good relationship with them. They’ve helped us smooth out how we handle grid applications. I like the way they’ve improved how you can discuss options for grid connections. Don’t really have anything negative to say.” Infrastructure / engineering representative
- “I think they are forward-looking and quite diligent with what they do.” Academic
- “Things have changed in the last two years. It’s now incredibly dynamic and exciting to work with SSEN.” Infrastructure / engineering representative
- “On the ground, it’s fantastic and we have good working relations. If we need to talk about something unusual, like a contract, it can be a bit of a nightmare going from department to department.” Developer / connections representative
- “We do a huge amount with the Priority Services Register with WPD, but we’ve had difficulty with data sharing with other utilities.” Consumer interest body
- “We’ve had two major engagements with SSEN in the last year and they were both horrendous. One was a connection through Tynemouth that had £20 million investment and is still not finished two and a half years after starting.” Infrastructure / engineering representative
- “I think you’re understaffed; you got rid of contractors who were supporting people and the good people left have got overloaded.” Infrastructure / engineering representative
- “We put in the money on a project and got nothing after three months. There’s no recourse to get information another way. There should be a financial penalty for SSEN.” Infrastructure / engineering representative
- “I don’t think there’s anything fundamentally wrong, but we need a central point of contact to help get assistance.” Business representative

3. Are there any local issues that you would like to raise today – positive or negative?

- “There’s a lack of accountability because there’s no individual manager. There are nice people, but at the end of the day we just want a project that works.” Infrastructure / engineering representative
- “I think in the long term, for us, it’s important to know what’s happening to the area. Knowing who to talk to would be helpful. A lot of people are concerned about the large power requirements, so getting those utilities in is going to be a key part of developing that area.” Business representative
- “I think there’s a bit of an issue there with consistency, because I always feel more comfortable dealing with the primary designer. I’m quite disappointed with the 11kV teams.” Infrastructure / engineering representative
- “I want to know what is possible in a specific network area. People have big plans and want a high-level conversation about what might be possible and to get some idea about costs, and it’s difficult to get that.” Infrastructure / engineering representative
- “I work on housing developments. Sometimes cables need to be diverted for them and sometimes these things don’t always come up on SSEN’s records. Departments that help you overcome these problems don’t always talk to each other, which can cause problems with timings. It can be tricky trying to find the right person, but once you do, everything flows well.” Housing representative

4. Are there any examples of good practice from other companies that SSEN ought to emulate?

- “Where there’s a network issue, we don’t know who we’re supposed to be talking to. It would make sense to have a closer relationship, an account manager, someone to facilitate these joined-up conversations.” Local authority officer
- “Electricity North West are top of my list. There’s one guy there that takes the role of resolving things. You speak to him and within a few minutes or hours, he gets back to you. If the DNOs could have an attitude of having one go-to person rather than sending people around, that would be great. Think of it as an account manager.” Infrastructure / engineering representative
- “I think SSEN runs their connections very differently from other DNOs; they have a contract manager at the front end as the interface between the client and the DNO. All the others will assign you a designer. So you get to speak to the technical person straight away. The commercial contract managers don’t have the technical ability to give you the answers you need. I prefer to speak directly to a designer than to a contract manager.” Infrastructure / engineering representative

- “SSEN’s standards are now more open and they’re now the best in terms of communications. UK Power Networks and WPD are close behind.” Developer / connections representative
- “WPD have been active a lot longer and are much more proactive in terms of protecting vulnerable people.” Local authority officer

WORKSHOP TWO: HELPING TO IMPROVE OUR SAFETY PERFORMANCE

Summary

Very few stakeholders had heard of the 105 number or the Power Track app; according to the electronic voting, 74% of those present had not heard of 105, and 95% did not know that Power Track was available to download for free. During table discussions, stakeholders suggested ideas for promoting the 105 number, including putting it on SSEN emails, bills, glow-in-the-dark magnets and third-party hardware and sending individual texts to customers' phones. The Power Track app was well received, with delegates pointing to the usefulness of the power cut map, especially its 'expected restoration' feature. This was reflected in the electronic voting, where 60% of stakeholders said it was either likely or very likely that they would download and use the app.

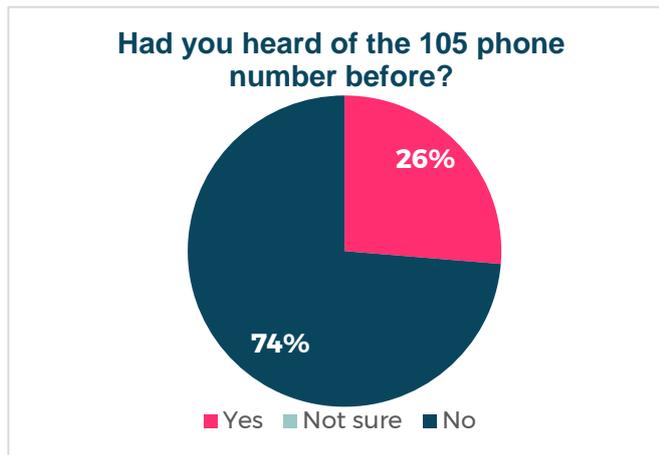
There was consensus that the Look Out, Look Up campaign was powerful and necessary, but very few delegates had encountered it prior to the workshop. Stakeholders, particularly those representing industry and engineering, pointed out that it is hard to engage with the farming community on risk and suggested that a financial incentive was needed to help engage with them on safety issues. Most agreed that SSEN's other safety initiatives were all important components of a larger campaign, but 29% of stakeholders felt that Look Out, Look Up should be prioritised. Stakeholders felt that there was a clear need for wider public safety campaigns, which many remembered from their childhood, and many suggested targeting schools to broaden the message.

The table discussions suggested that in general delegates would happily see a few pounds added to their bills to improve safety measures, but the opposite sentiment was recorded in the electronic voting, where 50% disagreed or strongly disagreed that money should be added to their bill to fund safety campaigns. 30% were neutral on the issue. Delegates representing local authorities expressed concern that vulnerable customers would end up paying more than they could afford to fund something that did not affect them, and those representing engineering and business urged SSEN to take a cost-benefit approach.

1. Had you heard of the 105 number (to call in the event of a power cut) and what more can we do to promote it?

- "No, I wish that I had though." Infrastructure / engineering representative
- "It should be on your bill and on your e-bill, whatever your supplier is." Consumer interest body
- "Could you do some TV advertising?" Business representative

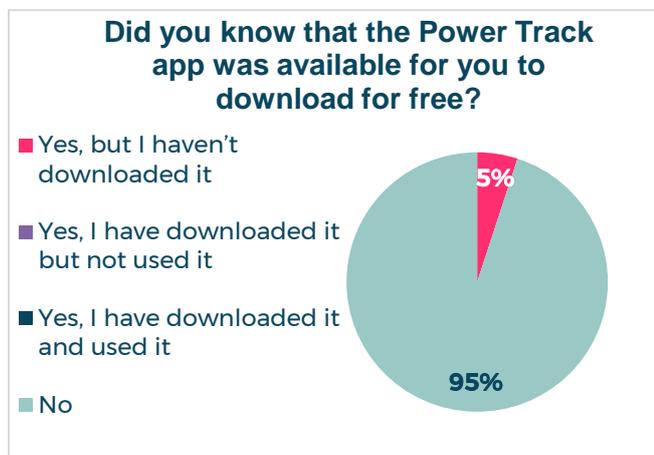
- “WPD send out fridge magnets to everyone with their number to call in emergencies. It’s a glow-in-the-dark fridge magnet, which is clever; if I didn’t have that, I wouldn’t know what to do.”
Energy / utility company



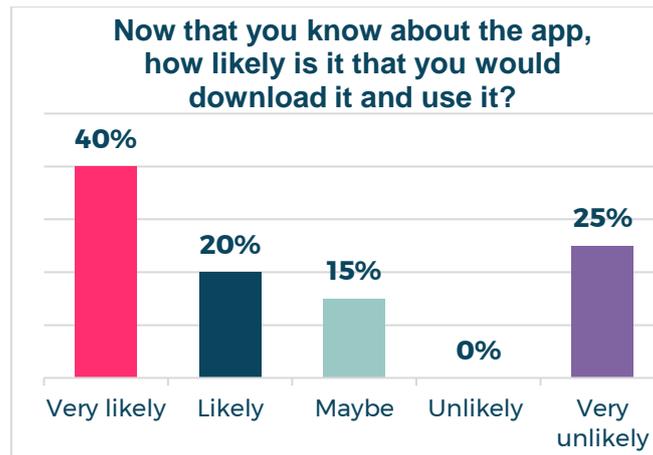
- “Maybe have them on substations? They are everywhere and everyone on a street would have the number directly in front of them.” Infrastructure / engineering representative
- “Does it come up when you Google ‘power cuts’? Some kind of SEO initiative would be useful.” Local authority officer
- “You could use similar technology to when there is a natural disaster or a terrorist attack and send automatic updates to people when a power cut occurs.” Developer / connections representative

2. What do you think of our Power Track app?

- “It is helpful to know whether it’s just your house or the whole area that’s out.” Developer / connections representative



- “That ability to take a photo and GPS it, that would save a lot of time.” – Infrastructure / engineering representative
- “It’s useful because the information about the power cut is there, rather than scrambling through Google.” Infrastructure / engineering representative
- “It looks good and I would use it. Until you have a power cut, you won’t have had it on your phone and once you have downloaded it, you may well keep it on your phone.” Local authority officer
- “What about those without access to technology?” Charity / non-profit organisation

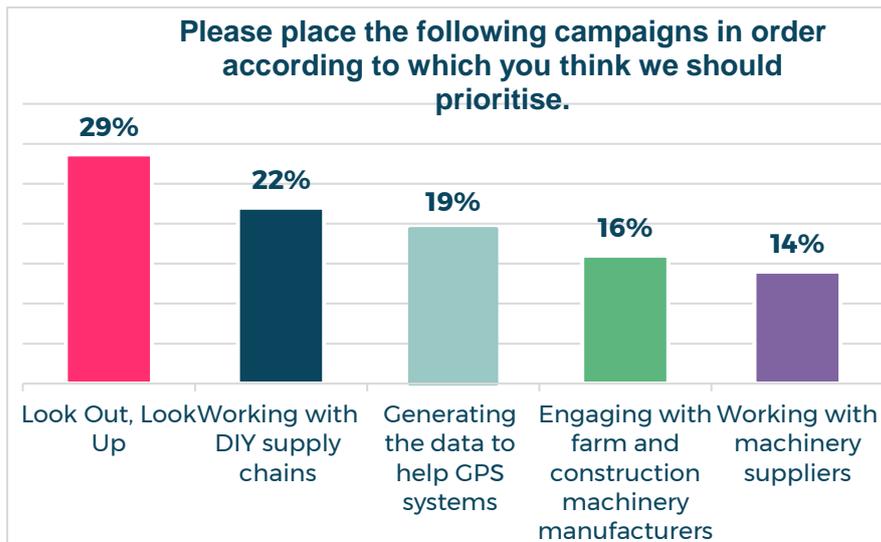


3. Do you have any comments on our Look Out, Look Up campaign?

- “It was very good, very powerful.” Consumer interest body
- “Never seen it before.” Consumer interest body
- “The fastest way to promote it would be Facebook.” Infrastructure / engineering representative
- “A similar video for homes would be really useful, showing an example of how people at home can get shocked and what would be the best practice there.” Academic
- “Farmers are quite canny financially, so if there’s something in it for them, then they’ll look. But trying to explain risks to them when they’re trying to run a low-margin business – it’s a very difficult sell. In the farming community, some of them take lots of risks with electricity.” Infrastructure / engineering representative
- “I think you need to link it to a financial return.” Infrastructure / engineering representative

4. What do you think of campaigns such as Look Out, Look Up; working with DIY supply chains; generating data to help GPS systems; engaging with farm and machinery manufacturers; and working with machinery suppliers?

- “DIY chains and garden centres: that’s where people buy tech for their project, so SSEN should work with those too.” Consumer interest body
- “If it’s damp, you can hear crackling on the branches of trees in the woods when we go walking. Just walking near these cables is literally hair-raising. You also have children flying kites near them and parents seem none the wiser. Be more general; let everyone know.” Developer / connections representative



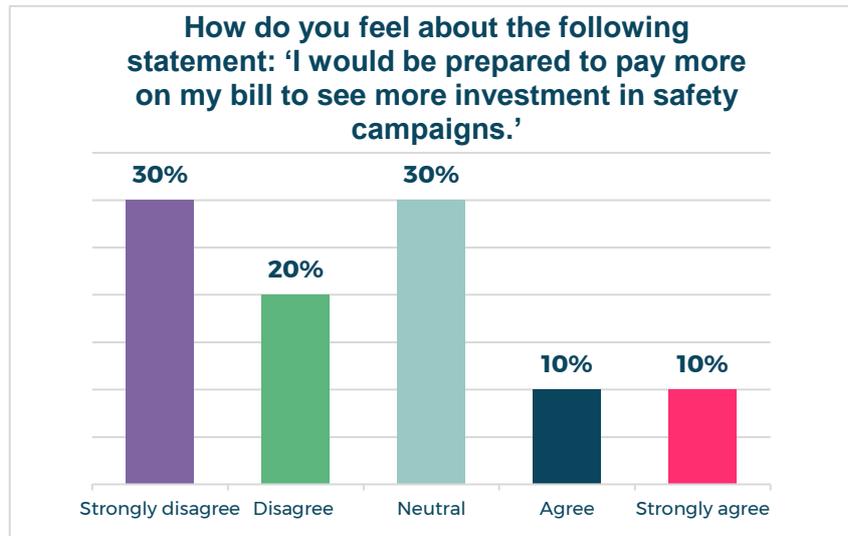
- “It was a thing in the past to have messages about fishing lines and kites around power lines being a problem, but that practice seems to have disappeared.” Local authority officer

5. Are there any other third parties we should be targeting / any other initiatives we should consider / any major safety issues we have overlooked?

- “I think you should talk to the council, the area boards within Wiltshire, working on a community safety partnership.” Consumer interest body
- “One of the things we do is a service for small businesses in the area to give them advice. We have about 30,000 small businesses in our area, so we would be happy to put some safety information on our websites to get the message out and promote the 105 number.” Business representative
- “Publish statistics and information about power-based accidents. It might be worth looking up. You never hear about them.” Local authority officer
- “Schools are always a good place to target and educate if you can.” Infrastructure / engineering representative
- “I know that there are various trade bodies for small builders where you can pick up builders that work on small extensions and so on.” Local authority officer

6. Would you be prepared to pay more on your bill to see more investment in safety campaigns?

- “If it’s a couple of quid, yes. If I know how serious the issue is and how much money I would contribute; if I was informed on that, then I would pay more.” Academic



- “If you try to charge extra on bills where you won’t receive the benefit, it would be an issue. Vulnerable people could be paying even more out of their scarce disposable income and they won’t get to enjoy it, which could cause problems.” Local authority officer
- “Think about how people perceive risks and work out where you should be spending money to save the highest number of people.” Infrastructure / engineering representative

WORKSHOP THREE: NETWORK INVESTMENT

Summary

Stakeholders were mixed on their preference on outages, but all agreed that planned ones were better than unplanned and that it was important to warn customers in advance and send apologies. Recognising the complexity of the issue, those representing the academic sector pointed out that shorter interruptions at a higher cost would be similarly unacceptable.

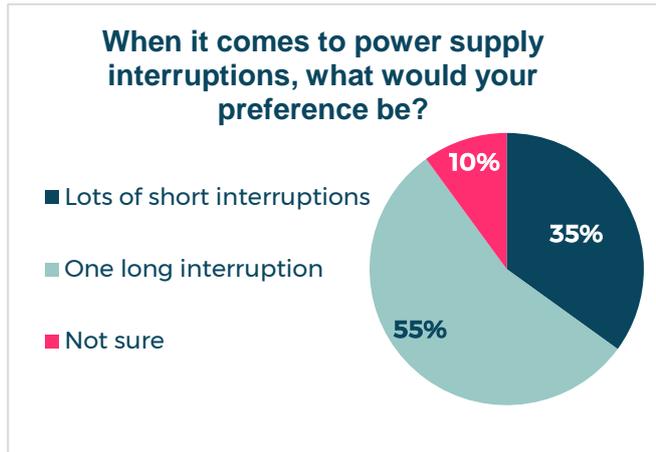
There was consensus that SSEN should invest proactively to future-proof the network: many saw reactive investment as more expensive in the long run and predicted a loss of functionality by missing out on technological advancements. Unsurprisingly, those delegates representing the housing sector said that without proactive investment into capacity expansion, opportunities for development were severely limited. Those from the academic and engineering sectors wanted to see investment in better technology forecasting, and pointed to UK Power Networks as an example of best practice here.

Stakeholders were very keen to see a more collaborative approach to network investment, and many advocated local authorities spearheading the collaboration, as they have the capacity and the networks to connect the disparate bodies. On charging mechanisms, some said that the costs should be socialised, but warned that the costs of proofing the network for EV charging should not be a social cost, as the wealthier sectors of society would be the sole beneficiaries. Others, particularly from the business and engineering sectors, suggested that housing developers should bear the bigger burden of network investment, whereas those from the housing sector questioned the viability of shouldering this upfront cost. Still more delegates felt it was a matter for local and central government expertise, and that Ofgem needed to create a bolder, more visionary plan for the future.

1. When it comes to power supply interruptions, what would your preference be – lots of short interruptions or one long one every now and again?

- “Fewer, but planned ones. For some businesses it costs a lot of money to stop and restart.” Infrastructure / engineering representative
- “I think clearly we want shorter interruptions, but not if that comes at high costs. It’s very interesting to know about the costs versus reliability.” Academic
- “Usually people can tolerate those breaks if there is a reason given. If you are getting numerous breaks, you need to know why, so you can plan accordingly. Be upfront and transparent with the reasons why.” Business representative

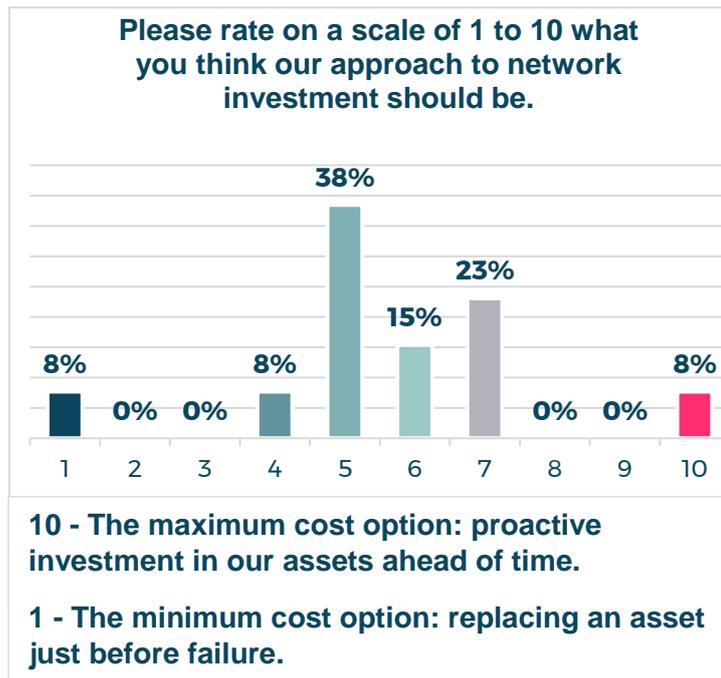
- “For most people, a few minutes aren’t really a problem. For an unscheduled power cut, three minutes doesn’t seem too long to deal with it, though three minutes for someone with an oxygen machine feels like a lot.” Local authority officer
- “We get quite a lot of power cuts, and we get businesses that kick up a fuss. We had a freezer company and they lost power for hours, and that caused problems, of course. Most of them are quite accepting of a few minutes.” Local authority officer



2. What approach do you think we should take to asset management on the network?

- “I think obviously the reactive approach tends to be a much higher cost in the long run. You must catch the consequences early as leaving it potentially leads to much larger consequences.” Academic

- “Without reinforcement and investment, 98% of those areas we try to build on don’t have enough capacity, and not enough investment is taking place.” Housing representative



- “I think putting in innovative technology downstream, so it can help if a transformer is overloaded. There should be energy storage

downstream to keep stress off it. UK Power Networks are taking an active part in that, putting problems to the market.” Infrastructure / engineering representative

- “A lot of network reinforcement has been driven by embedded generation. I think there’s not a lot of proactive investment to accommodate new generation from the DNOs, and I think that’s because they’re not allowed to. We need a whole change in attitude there. I absolutely think SSEN should invest proactively. It makes sense for

SSEN to pay extra money to get the maximum sized cable.” Infrastructure / engineering representative

- “You are very much promoting new technologies rather than just wires. If you can have much more technology forecasting, you can have a much better reaction. It’s very much customer resources versus natural resources.” Academic
- “The local authority has to develop the planning for the areas, and there will always be areas that haven’t been developed yet, so I wonder if SSEN gets involved at the planning stage with local authorities?” Business representative
- “You’re missing out on functionality by not updating it. The cost of doing it in two halves is huge compared to doing it in one go. I understand the commercial pressures, but it’s hugely frustrating for us.” Infrastructure / engineering representative

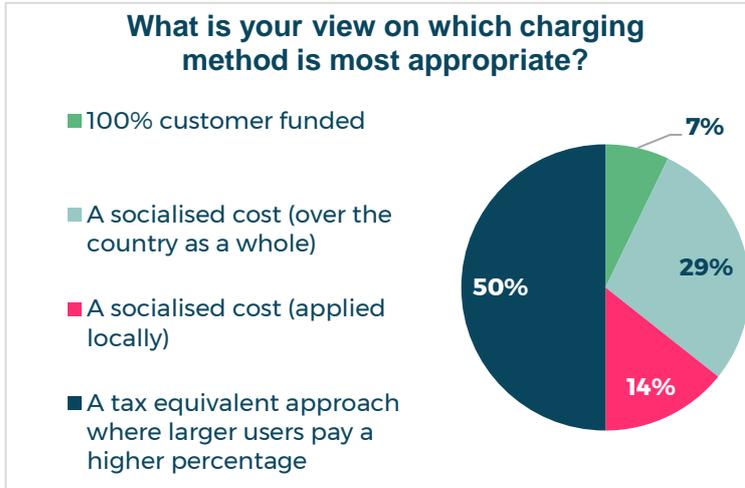
3. Do you agree that the industry should work to change the charging mechanism for customer connections and connections-driven reinforcement in a way that will encourage a more collaborative approach to network investment?

- “The local authority has a large role in coordinating this operation, including in releasing the land and getting the various bodies to work together. The local authorities seem the obvious choice.” Local authority officer
- “The local authorities may have the plan, but who will pay for the infrastructure? It needs to be paid for before the land is released.” Infrastructure / engineering representative
- “From a developer’s point of view, you’ll want to pay as soon as possible. You want to know where the demand will be and how many sites are being developed, so you know when the supply is coming.” Housing representative

4. Do you have a view on which charging mechanisms might work?

- “It’s a tricky question; with some areas, you would immediately say, this should be a socialised cost. With EVs, though, the initial customers will be wealthy customers putting strain on the network, should that be socialised?” Consumer interest body
- “You’ve got to look at who will make a saving in the long term to make the investment up front. It wouldn’t be the consumer. It might be the developers as they have the finance to take the risk for the future. As a society we are getting a saving, but it’s about getting that payment up front.” Business representative
- “There is a strong link with planning. It would be good if you could get legislation in place that says ‘x amount of energy needs to come from renewables’, etc. You need to engage with local government on that.” Infrastructure / engineering representative

- “The developers have got the financial headroom to take that investment here. They’re not cash-poor like local authorities are.” Business representative

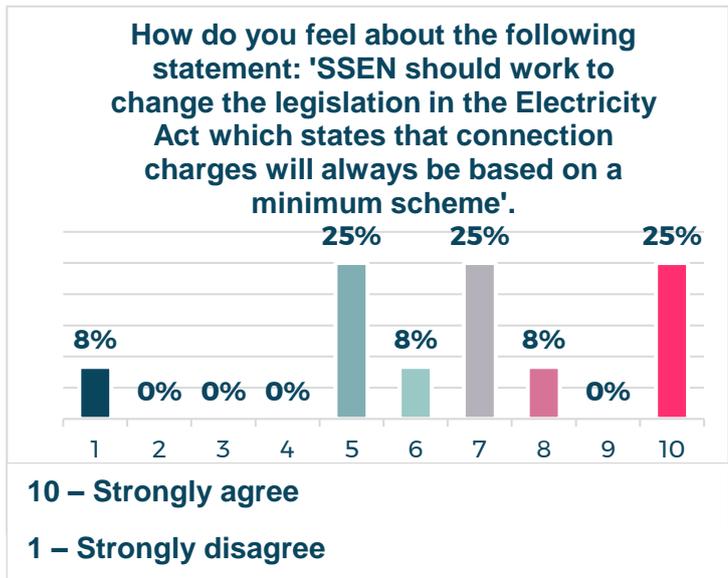


- “The national government needs to oversee the entire cost and look into its economics. This would give you better technology and better infrastructure. It can work, but the cost needs to be more centralised. The government needs to drive this.” Developer / connections representative

- “There needs to be more vision from Ofgem.” Infrastructure / engineering representative
- “The option of charging more for higher users seems fairer, as it’s part of the government’s role of looking after vulnerable people and it could also lead to a fall in demand.” Local authority officer

5. Do you think SSEN should lobby to change this legislation to future-proof the network?

- “At the moment, it’s nonsense, isn’t it? The legislation is constraining it at the moment, so anything you can do to change that would be great.” Business representative
- “The Electricity Act feels backwards and not fit for purpose.” Developer / connections representative



WORKSHOP FOUR: THE TRANSITION TO DISTRIBUTION SYSTEM OPERATOR (DSO) AND THE ROLE OF SOCIAL CONSTRAINT MANAGED ZONES (S-CMZs)

Summary

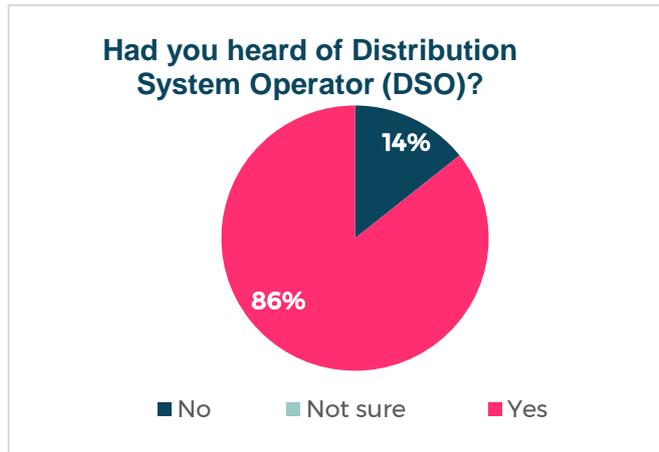
Stakeholders came to the workshop in Swindon armed with some keen technical knowledge and awareness, and most had heard of the transition to DSO. However, a significant majority had not heard of S-CMZs. Some delegates, especially from the connections and engineering sectors, felt strongly that there needed to be a clear financial benefit in order to make S-CMZs worthwhile, and others, particularly from local authorities, agreed with the identified social benefits of S-CMZs, citing increased community cohesion and empowerment as real incentives.

A lack of community leadership was identified as a major challenge to the project. To overcome this, delegates felt that local authorities and parish councils would need to play a more proactive role, and others felt that SSEN should have a role in facilitating S-CMZs. Lack of awareness was also seen as a major stumbling block, garnering almost a third of delegates' electronic votes. To engage hearts and minds, some felt that SSEN should be more transparent and vocal about the negative impact on energy costs and the environment when there is a lack of initiatives like S-CMZs. Others urged a blueprint project to be rolled out in a willing community so that other communities could learn from it and witness the potential benefits.

While many delegates saw the benefits of S-CMZs in theory, when speaking of their own communities, they were more circumspect in their optimism. Those representing business stated that the mission needed to appeal to more than a moral sensibility, while others shared stories of similar schemes failing in their own communities. There was consensus that the benefits needed to be made clear and unambiguous, with a clear financial incentive, and overall, it was agreed that a monetary advantage was a greater incentive than a moral one.

1. Had you heard of the transition to DSO before today?

- “I had heard of it.” Infrastructure / engineering representative



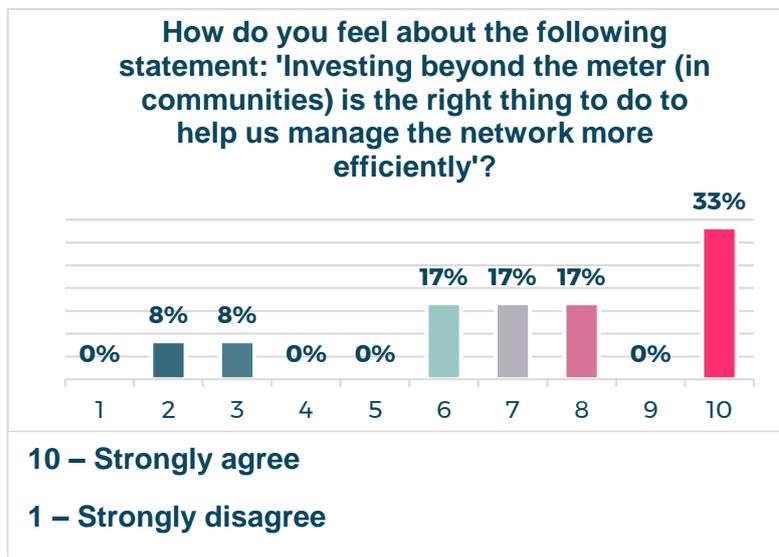
2. Had you heard of Social Constraint Managed Zones (S-CMZs) and do you agree with the social benefits that we have identified?



- “It’s pretty black and white. I’m saying, if you can make it pay, if it’s economic to do so, then do it.” Developer / connections representative
- “If the economy is calling for a bigger scheme, go for the bigger scheme. Insulation is not a solution.” Developer / connections representative

- “If there are bigger schemes that work for an area, it may suit an area better to have something more meaty.” Infrastructure / engineering representative

- “SSEN should be a specific facilitator. In north Scotland they should have a system where the community own a certain percentage of a wind farm, the DNO is guaranteeing the tariffs in the long term, they should

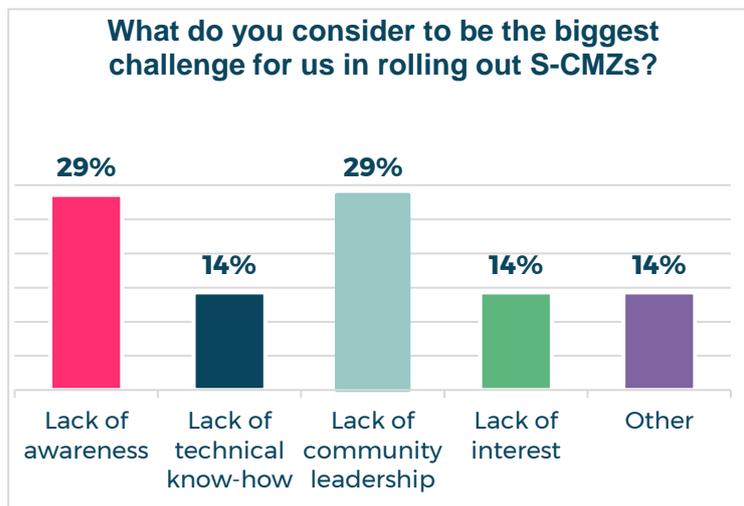


facilitate it, not do the building.” Infrastructure / engineering representative

- “I agree with all of them. The S-CMZ creates more cohesion. In terms of value, it reminds people that they can play a role in energy distribution. It’s not just something that you pay for.” Local authority officer

3. Do you agree with the challenges we have identified? Are there any we’ve missed and what can we do to overcome these?

- “People don’t have enough money coming in. They don’t have the capacity to engage properly.” Business representative
- “Lack of finance could be a problem.” Local authority officer



- “The communities themselves will put up some of the money, but there is crowdfunding these days. People like the idea of paying to develop renewable energy projects.” Developer / connections representative

- “There’s a huge lack of awareness. You’ll have success where communities

know about energy and electricity, which tends to be more urban communities. Swindon would struggle with this, but Bristol is doing great.” Local authority officer

- “I feel like lack of awareness is mixed with lack of interest; those that aren’t aware probably aren’t interested. You should be talking about what the impact would be if there were no changes: more outages, more expense, or if they save money or make money in any way.” Energy / utility company
- “If you create a sophisticated project, there are the opportunities for jobs, which would be an incentive.” Developer / connections representative
- “If you take a little piece of the community and use that as an example, it would take six months to get the scheme going, but then you could show how it got off the ground and the results. This could be used as an educational incentive.” Developer / connections representative

- “Once you have a blueprint, it’s not difficult in terms of lack of technical know-how. It works as a template. You can just stick it up on a website and people can become as aware as they wish to be.” Developer / connections representative
- “You maybe need to roll it out across the entire country. Choose another medium-sized town which historically has had good engagement and roll it out there.” Infrastructure / engineering representative
- “I get far more engagement from the parish council, rather than the local borough council. The parish councils seem far more active, so maybe consider having a ‘community champion’ in each area to get things rolled out across the wider community?” Infrastructure / engineering representative
- “It’s a communication issue. Most people don’t understand how the network works at all. They won’t know what a CMZ or an S-CMZ is. Tell them what’s possible. They just don’t know.” Infrastructure / engineering representative

Stakeholders were asked to help complete the following table during the discussion of this question. The answers from all tables have been summarised below:

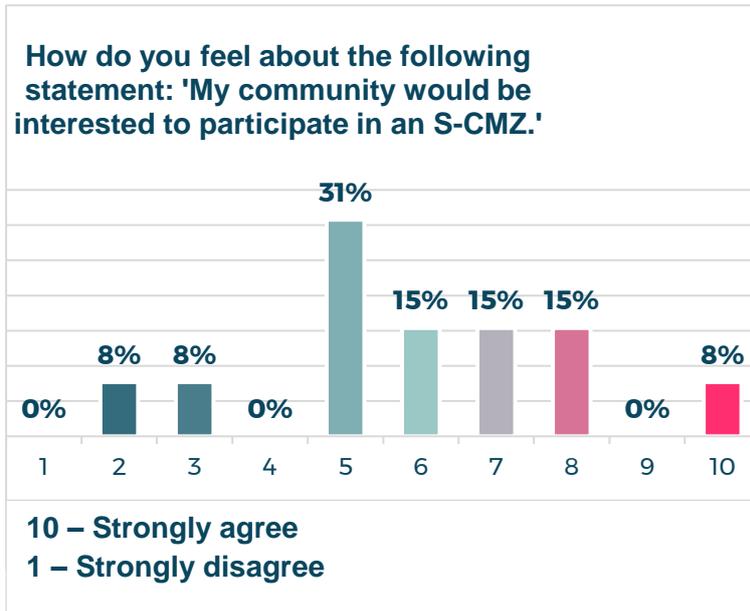
Social CMZs Challenges and Solutions



Challenge	Solution
Lack of awareness	<i>Focusing messaging on potential savings Tailored messaging to different groups</i> <i>Exhibit impact of potential savings Using case studies to pioneer new approaches</i>
Lack of technical know-how	<i>Take an active role in coordination Pilot projects</i> <i>Create a 'roadmap' plan for communities to follow Use community facilitators to encourage local users</i>
Lack of community leadership	<i>Formalise process, provide plan Focus on local projects, not too far afield</i> <i>Evaluate local groups on their proactiveness and interest, and target these first</i>
Lack of interest	<i>Demonstrate financial benefit Templates for action</i> <i>Penalties if communities do not engage</i>
Lack of finance	<i>Crowdfunding</i>
Lack of a clear approach	<i>Information packs</i>
Lack of knowledge of SSEN	<i>Working through local aggregators to relay messages</i>

4. Can you see yourselves / your community participating in this (S-CMZ)?

- “I think you’ve decided the answer is CMZ, and it’s genuinely not.” Developer / connections representative



- “You’ve got to find something that appeals to the masses, not just those with a conscience.” Business representative

- “We tried it in my community and it failed. I tried to liaise with the parish council and it was like the Vicar of Dibley. We tried to overcome all the issues mentioned here. It was a case of hell freezing over before they’d green-light it.”

Developer / connections representative

- “No one will sign up for something ambiguous, so you need to give people some assurance that it is managed.” Infrastructure / engineering representative

5. How could we spread awareness?

- “I think it’s got to be a different approach to different audiences, as vulnerable people, whether that be physical, financial, are going to have a different set of needs against another group. People who are motivated by the planet, vs. their own needs first.” Charity / non-profit organisation
- “The number one motivator is the word ‘free’. If you get something free, or a lot cheaper, they will go for it.” Infrastructure / engineering representative
- “The only way to sharpen people up is in the monetary side of it; showing that if you don’t engage, it simply costs.” Infrastructure / engineering representative
- “With a product, we want reference cases to do it, as examples, you need the pilot stuff to show how you do it.” Infrastructure / engineering representative

6. How can we ensure that everyone benefits from this, not just more engaged communities?

- “If you’re building infrastructure for EVs, there are still plenty of people who can barely afford to put the heating on, and so the community of sharing money, information, and this local energy authority concept sounds positive, pooling information. And maybe

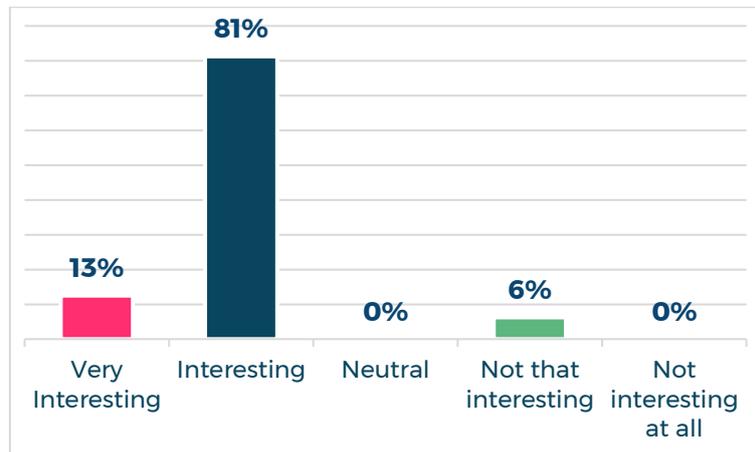
as a community, the less well-off neighbours may benefit, the community spirit would probably be a good idea.” Charity / non-profit organisation

- “You’re almost venturing into politics here, we need subsidies and schemes on a government level to address that.” Consumer interest body
- “Work with social housing providers, council housing or housing associations: their duty is to tenants. They will make you think through the next technology.” Business representative
- “Swindon Council has been proactive in energy-efficiency schemes and we can make far more of our contacts in that area, something like visiting homes to look at their energy bills and fitting new light bulbs would go down well. It doesn’t have to be community led, but something that can be done within the community. Local authorities can play a role here.” Local authority officer

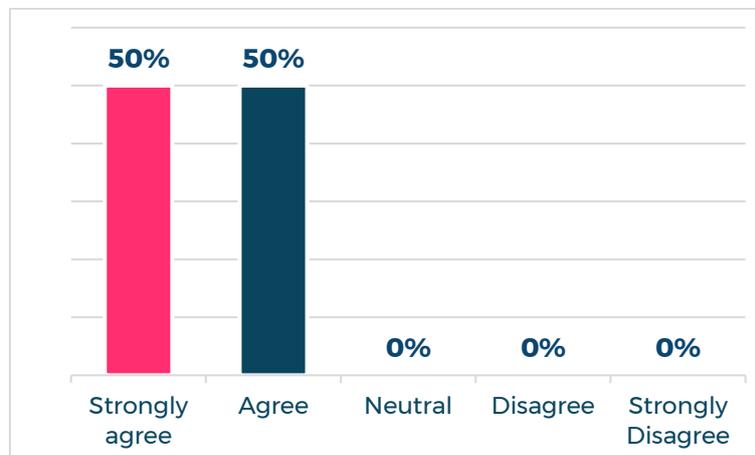
WORKSHOP FEEDBACK

After the workshop, stakeholders were asked to complete a short feedback form. The feedback was as follows:

Q1: OVERALL, HOW INTERESTING DID YOU FIND THE WORKSHOP TO BE?



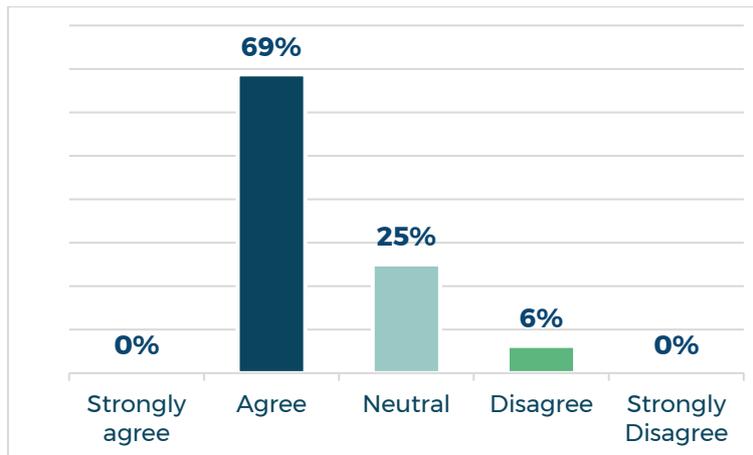
Q2: DID YOU FEEL THAT YOU HAD THE OPPORTUNITY TO MAKE YOUR POINTS AND ASK QUESTIONS?



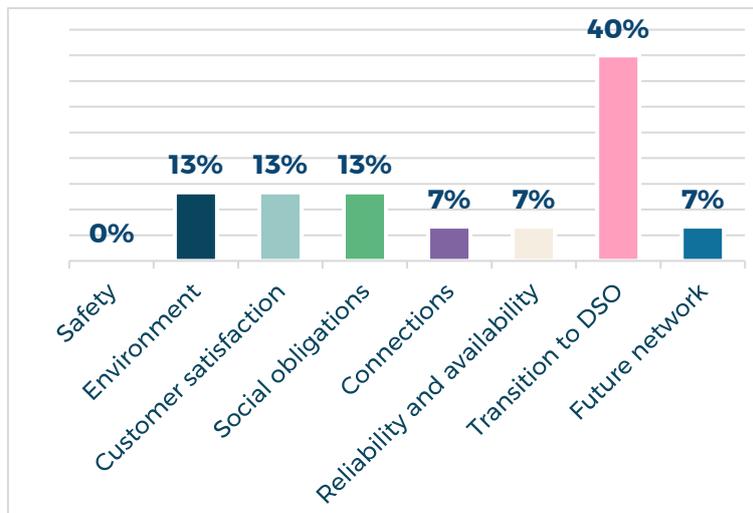
Comments:

- “Well managed and controlled to remain on topic.”

Q3: DID WE COVER THE RIGHT TOPICS FOR YOU ON THE DAY?



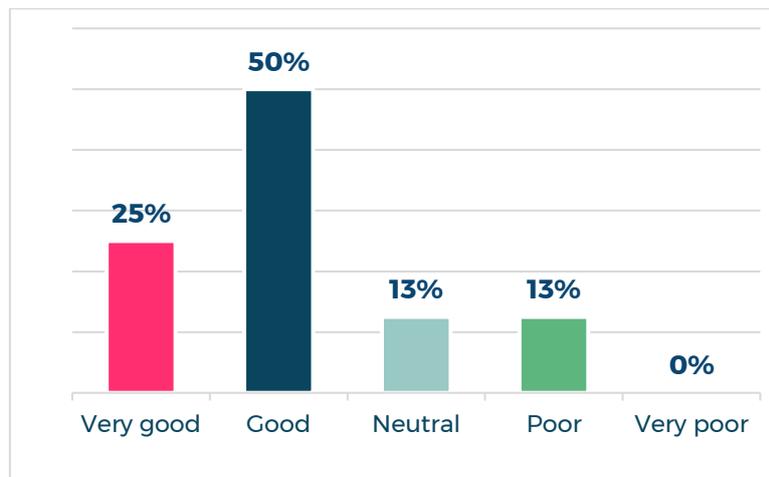
Q4: WHICH OF THE FOLLOWING TOPICS DO YOU THINK WE SHOULD BE ENGAGING ON IN THE FUTURE?



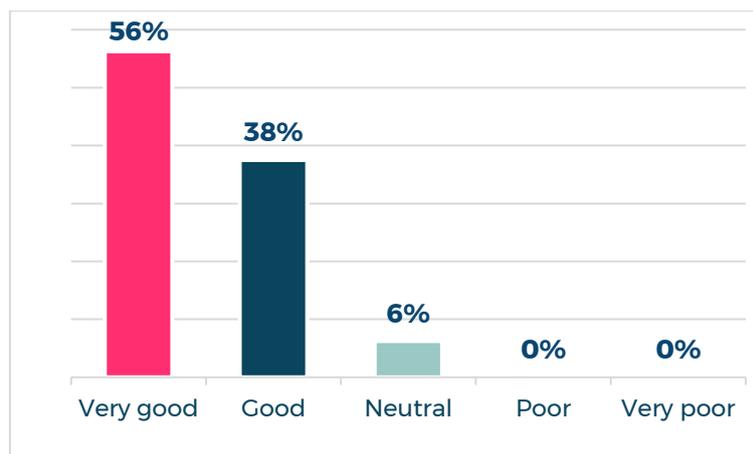
Comments:

- “RIIO-2 [and] cyber security.”
- “Financial accountability.”

Q5: WHAT DID YOU THINK OF THE VENUE?



Q6: WHAT DID YOU THINK OF THE WAY THE WORKSHOP WAS CHAIRED BY YOUR FACILITATOR?



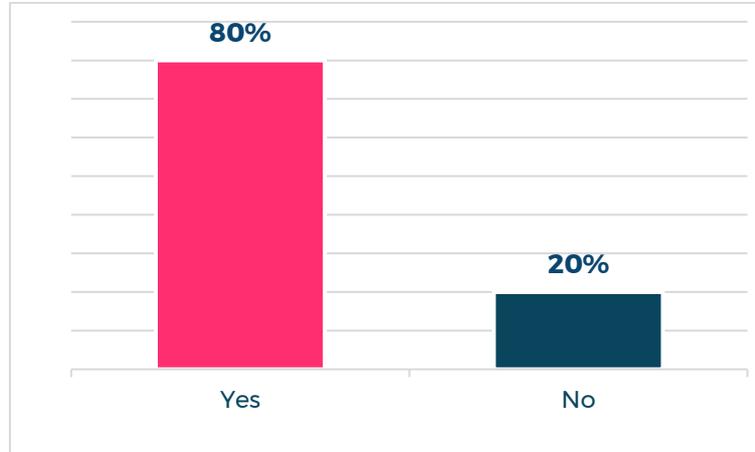
Comments:

- “Disciplined and focused.”

Q7: ANY OTHER COMMENTS?

- “[A] very well organised session!”
- “Enjoyed it, thanks.”
- “Lots of ideas for further engagements – good to see DNO outwardly facing.”

Q8: WOULD YOU LIKE TO RECEIVE OUR POST-EVENT REPORT AND INVITES TO SIMILAR EVENTS IN THE FUTURE?





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