



EMOTIONALLY
INTELLIGENT
COMMUNICATIONS

SSEN DISTRIBUTION STAKEHOLDER WORKSHOP

BOURNEMOUTH

OCTOBER 2018



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INTRODUCTION

On 4 October 2018, SSEN hosted the third 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 Hilton in Bournemouth. 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 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.

- Attendees at the event generally had positive experiences of working with SSEN. Examples were given of instances where the company's response to emergencies had been particularly good. Stakeholders also commented that the company has good customer service.
- Where criticism was raised, this tended to focus on poor communications, primarily as a result of the size of SSEN and the wider SSE group.
- It was also commented by some that SSEN's approach to connecting customers to the grid had not always been as good as it could be, with calls for SSEN to do more to increase transparency in pricing.

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.

- A high proportion of attendees had heard of neither the 105 phone number nor the Power Track app. It was felt that distributing stickers or magnets to go on boilers would be an effective way of raising awareness.
- The Look Out, Look Up TV campaign received a good deal of praise. There was also support for all of the other initiatives presented on the day. Other initiatives suggested by stakeholders included educating young people and running a campaign to ensure that people carrying out work on homes are better informed of the dangers of hidden cables and that devices to identify these are more widely promoted.
- Despite praise for these campaigns, there was no real support for SSEN to increase customers' bills to pay for these.

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 explained 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) and 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'.

- Stakeholders were generally in favour of SSEN adopting a proactive approach to both asset replacement and connections-driven reinforcement. It was felt that this would result in money being saved in the long run.
- It was commented that the company should work more closely with local authorities and housing developers to maintain an appropriate level of investment in the network and ensure that money is not wasted. It was added that SSEN should lobby the government to remove the clause in the Electricity Act that prohibits a proactive approach.
- The general feeling in the room was that the fairest way to pay for connections-driven reinforcement was a charging mechanism similar to a tax, with larger users paying more.

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.

- Although the overwhelming majority of stakeholders had not been aware of the concept of S-CMZs, there was a good deal of support for the initiative.
- It was, however, felt that a number of challenges needed to be overcome in order to encourage participation. It was felt that measures to raise awareness and educate

people on the benefits of S-CMZs would need to form part of the strategy in order to combat the lack of awareness and limited interest among communities.

- It was also felt that communities would be more likely to participate if they could see direct financial benefits and that these benefits should be properly articulated.

WRITTEN FEEDBACK

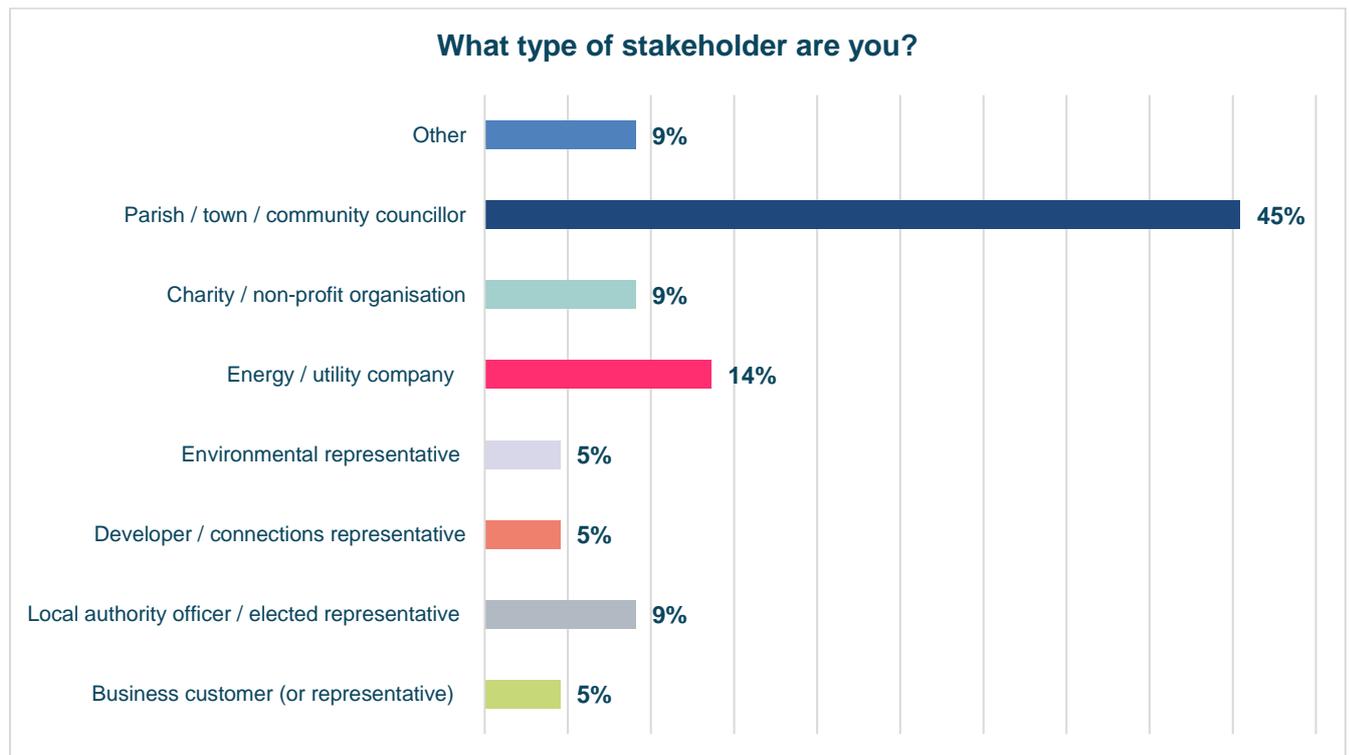
After the workshop, stakeholders were asked to complete a short feedback form. Some of the key findings are shown below:

- 54% of attendees who filled out a feedback form told us that they found the workshop 'very interesting' and 42% said they found it 'interesting'. Only one stakeholder was 'neutral' on this question.
- 100% of stakeholders agreed or strongly agreed that they had had an opportunity to make points and ask questions, and 79% agreed or strongly agreed that we covered the right topics on the day.
- 88% thought EQ Communications' facilitation had been 'very good'.
- 92% 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 21 organisations. The organisations represented on the day are shown below:

Affpuddle Parish Council	Fareham Borough Council
Birchmere Ltd	Miller Engineering
Blandford Forum Town Council	S&C Electric Company
Bournemouth Borough Council	SGN
Burns & McDonnell	Siemens
Citizens Advice Bournemouth & Poole	Sturminster Marshall Parish Council
Community Energy South	The Schools Energy Project
Corfe Mullen Parish Council	University of Southampton
Cranborne Parish Council	Verwood Ladies Organisation
Dorset Local Enterprise Partnership	Verwood Town Council
Eco Sustainable Solutions Ltd	



WORKSHOP ONE: YOUR EXPERIENCE OF WORKING WITH SSEN

Summary

Stakeholders attended the workshop for a variety of reasons, including to learn about SSEN's plans for the environment, future-proofing, renewable energy production and where they plan to invest.

Generally, the stakeholders had a positive view of SSEN, citing the company's good customer service and response to emergency call-outs.

Complaints centred around problems caused by SSEN's size and bureaucracy, and some criticism came from connections representatives. The issues raised related to poor communications, missed deadlines and an example where the company had promised a larger connection but could not deliver it, costing this stakeholder money. It was also felt that more could be done to make pricing more transparent.

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

- "I work for a university. I'm doing some research on smart meters and how consumers are using them." Academic
- "I am interested in future-proofing our community." Parish / community council representative
- "My interest is in renewables, particularly solar and anaerobic digestion." Parish / community council representative
- "My main reason for coming is the ever-increasing demand on electricity and the adoption of 'greener' energy. I'm interested in how it's going to be rolled out in the area we live in." Parish / community council representative
- "I'm here because I think electric vehicles are going to create absolute chaos. It's going to put such a strain on the network. How are you going to connect people parked in the street? If there is a car park, how are you going to feed the electricity in? These are all things you need to be looking at." Local authority representative
- "I am looking to work with the electricity company because we will have a minimum of 250 houses planned to be built in the parish in the next few years." Parish / community council representative
- "I'm particularly interested in vulnerable consumers. We come across them an awful lot." Local authority representative
- "The Dorset Local Enterprise Partnership has a strategy called Horizon 2038. I'm here to understand what SSEN's role is in this, what their thoughts are on clean growth, and how they are going to work with businesses and councils." Business representative

- “I’m interested in investment, plans for the future and green initiatives such as electric cars.” Parish / community council representative

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

- “The customer service is very good.” Parish / community council representative
- “They did a presentation locally and we worked with them for our local vulnerable customers strategy. It all felt integrated.” Parish / community council representative
- “We’ve experienced new networks and new substations. It has taken a lot of planning and advance work trying to coordinate. We are finding it difficult. It’s not always a reliable service by SSEN.” Developer / connections representative
- “I’m working with business parks trying to establish key relationships for the future. I’m finding it difficult to get information from SSEN, especially getting people to tell me what infrastructure is going to be needed in the future.” Business representative
- “We use SSEN for non-metred supplies, such as for CCTVs. It’s been consistent over the years but there has been a change over the last three months, as we have rolled out further cameras. For some reason, the prices have gone up significantly. I don’t understand why I have a direct contact number but there is no answer and my direct point of contact keeps saying that he will get back to me and doesn’t.” Parish / community council representative
- “We probably deal with SSEN from a different aspect, business to business, but they’ve always been very professional to deal with, and if I compare them to other distribution networks, they’re probably slightly better.” Business representative
- “We have dealt with them on large connections. There have been issues. Sometimes the information that comes out can be a little garbled. When dealing with SSEN, the issues that we have had are around timings. It’s not clear how the connection is being thought through and there seems to be little commercial ownership in the implementation of connections.” Business representative
- “SSEN representatives have promised things that they can’t deliver. It makes me look a little stupid and it has cost us a lot of money. They promised a larger connection that they could not legally deliver. We also need explanations about why things are taking so long.” Business representative

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

- “We do have quite a lot of power problems. I have to call up a lot. I didn’t find the person at the end of the line very helpful.” Parish / community council representative

- “We had to wait for a second linesperson from SSEN when things broke because they had to go up the pole. BT only needed one person up the pole when their line broke. Utilities need a blanket health and safety policy. Why is one company doing one thing and the other something else?” Parish / community council representative
- “On Christmas day, a tree took out our power, and the SSEN boys came down and set up generation. It was brilliant.” Parish / community council representative
- “When a lamp post was replaced, the angle was slightly different, and the lighting unit was brighter than the previous one. The reflection was coming into our bedrooms. When I started the process of complaint, I found it a great difficulty. It should be taken a bit more seriously. I was appalled that the gentleman told me to get a blackout blind. I didn’t want to rip out my new curtains because of their new lamp post.” Local authority representative

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

- “From a consumer perspective, I’ve recently swapped to Bulb, which is terrific. They’re an electricity provider. The whole process of changing, which historically has been a nightmare, was flawless.” Parish / community council representative
- “We work with a lot of IDNOs. They’re a lot more difficult to work with than SSEN.” Developer / connections representative

WORKSHOP TWO: HELPING TO IMPROVE OUR SAFETY PERFORMANCE

Summary

Most stakeholders had not heard of the 105 number but thought it to be useful. A range of suggestions were put forward about how to raise awareness of it. Some felt it would be a good idea to include this number on council tax bills, as most people just receive electronic copies of their energy bills and don't pay them much attention. It was also suggested that stickers or magnets featuring the number should be distributed either directly or by local councils.

The vast majority of stakeholders (95%) had not heard of the Power Track app. While 60% said they would be keen to download it in the future, it was commented that many people wouldn't want to clutter up their phones with an app they would barely use. It was also noted that there could be issues with location services in rural areas and that some SSEN customers wouldn't have Wi-Fi or know how to use the app. It was agreed that the information it contained was useful and that it should have the option to opt-in to notifications.

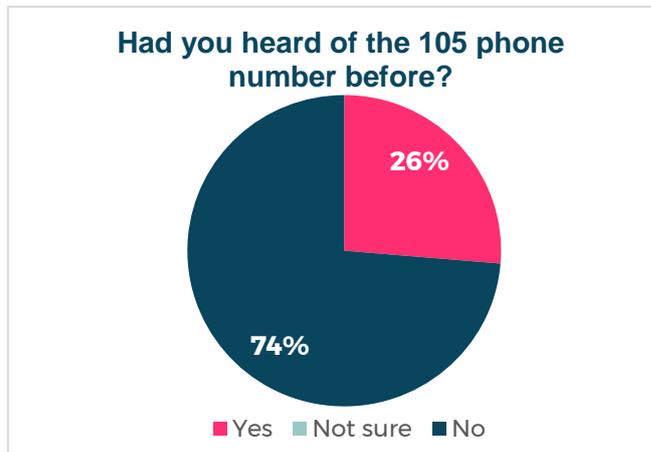
Stakeholders thought that the 'Look Out, Look Up' campaign was very effective and could be more widely promoted. They were in agreement that TV campaigns were a good method of raising awareness, along with promoting safety initiatives in schools and colleges and through the Scouts, who allow businesses to sponsor badges. It was suggested that its themes could be extended to further at-risk parties, such as fly fishers. Some stakeholders felt that devices to identify cable locations should be more readily available or more widely promoted in DIY stores and that builders and electricians should be obliged to have this equipment before undertaking work.

Although all of these campaigns received positive feedback, there was little support for increasing charges for customers to pay for them.

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?

- "I haven't, but I'll put it in my phone now." Local authority representative
- "I had heard of it but have never used it." Infrastructure / engineering representative
- "These numbers are great though. There's 105 but there's also 111 and some others, so there's a danger of overloading on numbers." Local authority representative
- "I used it last year and I was incredibly impressed by how easy it was to report the power cut. You just want to be told what's happening and it was great for that." Parish / community council representative

- “A lot of councils have lists of numbers that are useful to have, like NHS numbers, so it should be added to that.” Parish / community council representative
- “On a local basis, you could make a sticker to give to the councils. A lot of residents do call us, so we could give them the sticker.” Local authority representative
- “Put it on people’s electricity bills and online as well.” Energy / utility company



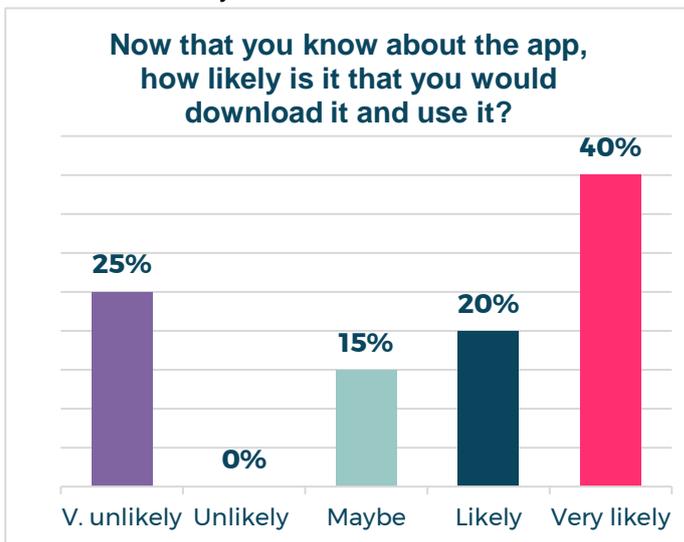
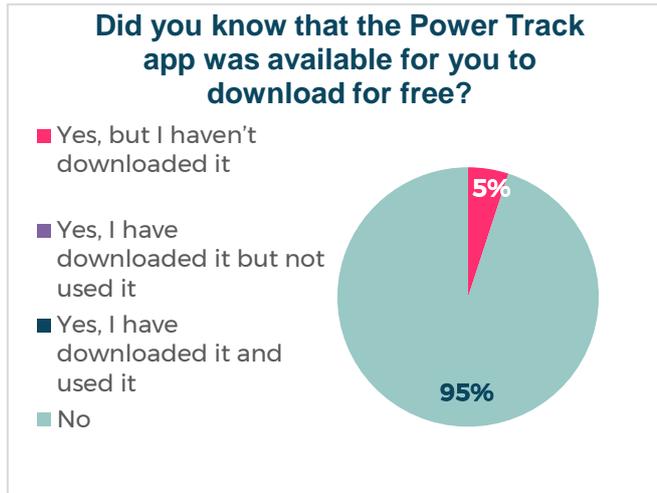
- “At Citizens Advice, we might see 30,000 people a year, so we could work with you to inform the community.” Consumer interest body
- “One thing I think the borough council could do is put the number on the council tax bill. Everyone looks at that. If you got a leaflet from SSEN in there, everyone would look at it.” Local authority representative

- “You should put it on the meter to promote it.” Infrastructure / engineering representative
- “Maybe include a sticker or magnetic strip if you’re sending out a hard copy of the bill, which can be stuck on notice boards or fuse boxes?” Parish / community council representative

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

- “I think it’s limited from my point of view. 20% of our residents don’t have Wi-Fi, or tablets or computers.” Local authority representative
- “If you are someone who has a lot of power cuts, it would be useful.” Business representative
- “There’s an assumption that everyone has a smartphone. I just have a normal phone. You should make sure that anyone could access it.” Local authority representative
- “You would only want to use it if there’s a power cut. I can see the 105 number being far more useful. You wouldn’t want to clutter up your phone.” Business representative

- “I liked it because they gave us updates saying, ‘we are working on it, it will be ready within this much time’.” Parish / community council representative
- “Yes, definitely I would use this.” Parish / community council representative
- “For out-of-hours power outages, it’s a very useful form of information.” Parish / community council representative
- “You need to have your location services on, which some people don’t like.” Consumer interest body



- “From a business point of view, if there was an outage, it would be good to get an alert because we’ll get calls from tenants; we can provide them with the update.” Developer / connections representative
- “I’ve used it to report an interruption. I found it very clear and there was good information and updates about what was going on.”

Infrastructure / engineering representative

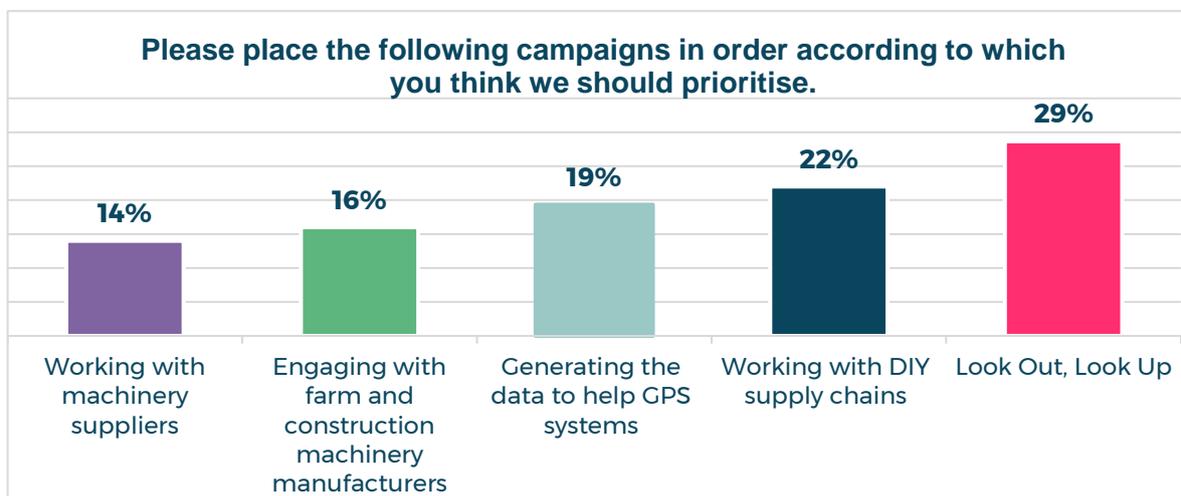
3. Do you have any comments on our ‘Look Out, Look Up’ campaign?

- “My son works for electrical contractors. I found that ad so scary. I think you should share through Farmers Weekly and through colleges and things.” Parish / community council representative
- “Promote it through TV campaigns because social media is wonderful.” Developer / connections representative
- “It’s the same if you are struck by lightning, which happened to me; we had to drive to a bank to earth it because the tractor was covered in fire. I had to go and touch the damp earth. More people should know about this sort of thing.” Infrastructure / engineering representative
- “Could you not do a similar one for fly fishers?” Business representative

- “I think it could translate to radio. It could go out on local stations. This is good because you have a captive audience. Also, farmers listen to the radio in their tractors.” Charity / non-profit organisation
- “You could also do a link to it circulated through YouTube to the Associations of Local Councils (ALCs).” Charity / non-profit organisation
- “Promote it with the young farmers association? They’re moving into a new safety-first motion. They don’t want accidents on their land.” Business 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?

- “These are all good, sensible ideas.” Developer / connections representative
- “National Rail and Wessex Water are already thinking about things like this and are already piloting similar schemes.” Business representative
- “I thought that the pie charts about non-injury reports were very powerful. Going up the chain was a good initiative. Anything to help remind people would be good.” Local authority representative
- “Anyone can go and buy and set up a unit from a DIY shop. Although quite often it requires the work of a qualified electrician, which is problematic.” Parish / community council representative



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’m surprised that under the health and safety at work regulations, a builder who is undertaking work where there is an underground cable doesn’t have to have the equipment to detect it. This should be enforced.” Local authority representative

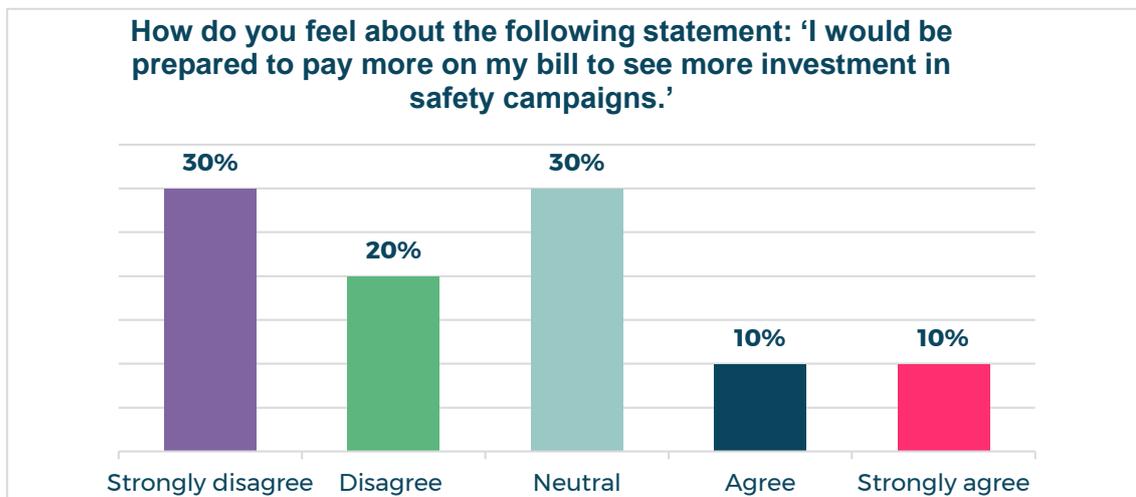
- “Is there a case for cable detection to be made compulsory on planning applications?”
Local authority representative
- “In my house we have no idea where the electricity line is, so I’d recommend mapping each individual line.” Parish / community council representative
- “The only safety issue I can think of is if there is any electricity and cabling near to any water supplies or piping.” Local authority representative
- “There are problems with the skill levels of the people reading the meters. A fire was caused in my house by a guy fitting the meters.” Local authority representative
- “I think all the utilities – electricity, gas and water – should all work together and link up to make a ‘one stop shop’ number to ring for any issues.” Charity / non-profit organisation
- “When undergrounding, SSEN are good at putting the ticker tape that warns you. Your repair companies don’t quite take the same approach, and we’ve had two incidents where we’ve gone through your cables after installation. They were not put back in with the same care and consistency. This is something that should be looked into.”
Business representative
- “It might be worth having a word with the Scouts. There are lots of big safety programmes sponsored by big businesses that are run by the Scouts.” Business representative
- “We have an app that all of our engineers have on their devices. We do safety stories and blogs on there and it’s instantly updated. Key stories are pushed to their devices and we have an internal magazine released quarterly with safety information and statistics in it too. We also have a monthly team briefing. Our managers are also given safety updates in briefings. We give safety talks at schools, talking to the children about how to move around our work while we are doing it, as well as road safety, which we put on our website. We also have a neighbourhood alert that can send out notifications too, such as texts to people if there’s a gas leak or anything.” Energy / utility company

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

- “If you had asked me before the video, I would have said no, but maybe my view is changed now.” Parish / community council representative
- “It wouldn’t be massive on the bill anyway, would it?” Local authority representative
- “If one company does it and their bill goes up, we all switch suppliers, so the safer company is the poorest and goes out of business.” Business representative
- “I’m coming from a negative angle. We’ve been asked to pay more on our rates for local police commission and we know that’s not going to help us, but the people in

cities. People are blindly agreeing to it, and don't know that it won't help them." Local authority representative

- "When it's hidden in the figures and then the shareholders get extra money, it's hard to prove you're actually doing it. How would we know it is being done?" Local authority representative
- "Could you reduce costs in other areas? You have to do the saving in other areas. Don't just sit back and add costs." Local authority representative
- "You don't want suing, do you? You have to do a risk assessment and understand the importance of it." Local authority representative
- "It's definitely a case of keeping up with tech that will save you cost – using drones to assess the rail lines. Where repairs are required, that proactive, preventative approach is saving millions. Mapping with drones, it seems that's a responsibility for your shareholders and you." Business representative
- "I think most customers feel they're paying enough, that it's the responsibility of the providers." Developer / connections representative
- "I think that it's the government's role to invest in safety campaigns, so I wouldn't be happy about this." Parish / community council representative



WORKSHOP THREE: NETWORK INVESTMENT

Summary

Just over half of stakeholders stated that they would prefer one long outage less often rather than lots of short interruptions, although it was noted that long power cuts can be very serious, particularly for vulnerable customers.

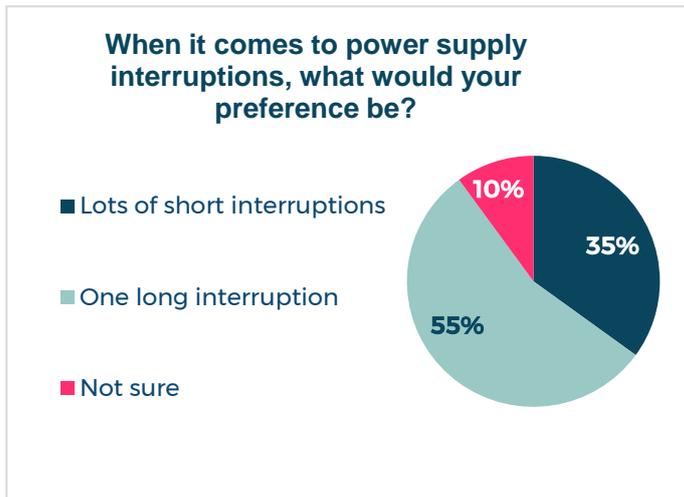
The proactive future-proofing solution was the preferred approach to asset management on the network, as it was felt that more investment now would result in less investment needed in the future.

In terms of customer connections and connections-driven reinforcement, a proactive approach was again supported. While stakeholders commented that there are inevitably instances where planned developments don't come to fruition, it was acknowledged that more collaboration with local authorities and housing developers in particular would ensure that investment is targeted to the most appropriate areas. In order to pay for this, it was widely felt that adopting an approach similar to a tax, where the larger users pay more, was the most appropriate way forward. There was broad approval for SSEN to lobby government to ensure that the Electricity Act allows for this approach in 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?

- “Longer ones and less frequent.” Energy / utility company
- “I think longer outages would have serious effects on vulnerable groups. I'm thinking of their medication or electrical equipment at home. And I suppose families are difficult as well. You don't want eight hours of screaming kids if the tablets don't work.” Local authority representative
- “I don't know what's driven by your maximum outage, but for me I'd want quicker outages. Save the freezers.” Local authority representative
- “If you had notice, that would be better.” Business representative
- “Even worse are these brownouts, where there's a surge in power – we had something in our road years ago, people lost their kettles and stuff.” Parish / community council representative
- “I think it's about accurate information – if you know your area's gone down, but another place isn't down – a lot of families live in the same areas, so they could go and visit their parents and stay there for a bit.” Local authority representative

- “We have a lot of small businesses in our parish. If it’s a planned outage, we just want good communication. The last time it didn’t come back on when you said it would come back on.” Parish / community council representative



- “We lost power a few weeks ago. We rang straight away for 105, then got an automated phone call back in 20 minutes that the electricians were on-site and should have power back in 40 minutes. It was wonderful, it was good stuff.” Charity / non-profit organisation

“It doesn’t matter when it happens; it’s the speed that the generators can get up and running that’s the issue.” Business representative

- “Does it have to be one or the other? None would be the best!” Local authority representative
- “A large investment is required to ensure that there are no power cuts involved. You can’t not have a power cut without paying extra money. Our infrastructure is older, so it needs to be upgraded or refurbished.” Infrastructure / engineering representative

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

- “Both – you need to vary what you’re doing. If you are proactive, then you’re safeguarding future supplies, but there are certain areas where you have to be reactive.” Local authority representative
- “A problem is that a lot of planned things never get built.” Parish / community council representative
- “It’s caused a ‘bathtub’ curve in terms of time/failures. With more time, you get increasing failures, so at the beginning of a system’s life it’s flaky, then failures drop down at the front of the ‘bath’, then there’s a nice plateau, then towards the end of its life you get the back of the ‘bath’ of increasing failures. It’s expensive to fix; your investment should strengthen then and lengthen the plateau, it’s investing in that area.” Charity / non-profit organisation
- “You get to a point with some of the equipment which was built bomb-proof so it won’t break, but because of its age, it becomes inefficient. You have to take efficiency into consideration.” Local authority representative

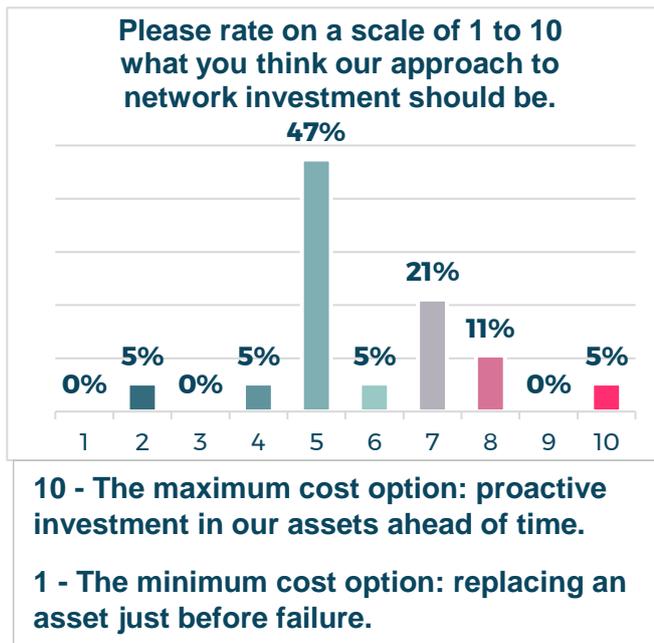
- “As a business, you want a mistake-proof approach as a priority. What’s the balance between keeping the customers sweet, versus mistake-proofing elements that look for the future?” Business representative
- “Customers are expecting the best possible service. If you want that, you need to invest to upgrade the infrastructure.” Local authority representative
- “If you invest now, it will keep your costs down in the long run.” Local authority representative
- “There has been a change in the balance of where the power is distributed. There is currently a great focus on demand customers. The impact on generation customers will increase in future and reliability will become even more important.” Infrastructure / engineering representative
- “When you put in a new supply, presumably you put them in the ground. Could you not put them in ducts where you could place new cables later?” Parish / community council 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 difficulty is if a developer is faced with a great investment charge, it becomes unviable for them.” Parish / community council representative
- “A blended approach is needed in certain cases.” Parish / community council representative
- “You can work collaboratively with local authorities and housing developers and anticipate what sort of cost it will be, and you can tailor the reinforcements you are putting in. You can still offer minimum charge to the customer, but if other developments come at a later date, you’ve got infrastructure there and that saves you money as you won’t have to do as much engagement and digging up.” Energy / utility company
- “If you get a massive housing estate put in an empty field, and two years down the line an empty field next to it gets developed – if you can see that kind of thing coming, it might be worth investing in a larger infrastructure there.” Energy / utility company

- “It requires a change in the law.”
Business representative

- “There’s a case here to bring everything into a one-point common denominator. We have a five-year plan, so there must be some information about where the development is going to take place.”
Local authority representative

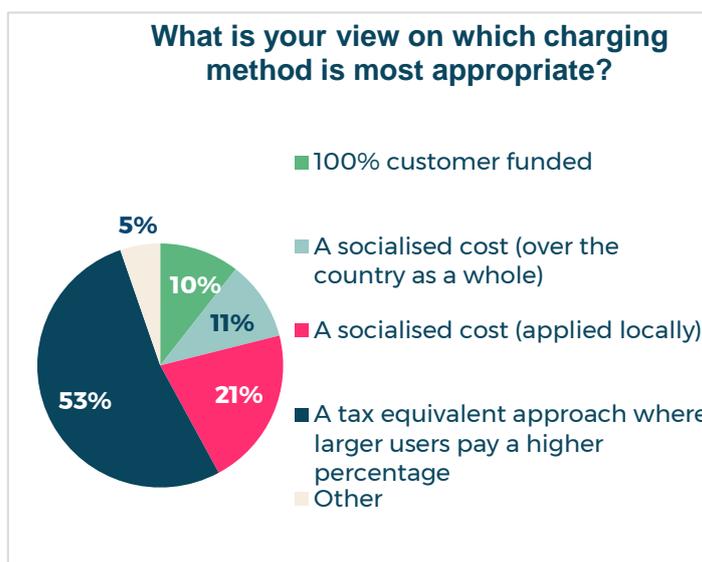


- “The predictive failure rate can be measured. You measure how much the system is consuming, the energy cost goes up, there’s technology that does that.” Infrastructure / engineering representative
- “Undergrounding is incredibly expensive now. The question is whether or not it is the developer who pays for it. Can SSEN say, ‘we’ve got existing cables running across the site that we are happy with and we won’t pay’?” Local authority representative
- “There’s very little incentive for the investment up front if they can’t guarantee the investment.” Developer / connections representative
- “Dorset enterprise has come up with similar issues; future expansion, and business and jobs, the mechanics of the capital input have held people back from making that leap of faith.” Business representative
- “It’s crazy to add more cables later. The cost in the long run to put in the additional capacity afterwards is so much higher than not adding it initially. It’s a no-brainer. I think that it should be paid for by the people who use it. It’s difficult to accept that you’re not involved earlier. There should be a 10-15 year plan involving local authorities about what may happen, so that everyone is aware.” Local authority representative

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

- “It should be jointly charged to the developer and SSEN.” Parish / community council representative
- “Why should the whole customer base, like people in the Orkneys, pay for what happens in Christchurch? It should only be when everyone will benefit that everyone pays. While you’ve got the supply running through and it’s just for convenience, it should be the developer who has to pay for new infrastructure. Why on earth can’t the developers, who will make loads of money off this, pay?” Local authority representative

- “I think it would be politically insensitive to put it on the housing developers, because that would end up with higher house prices and that’s what the government is trying to get away from.” Local authority representative
- “You have developers that submit money to the infrastructure, but that doesn’t always seem to find its way to the infrastructure.” Local authority representative
- “It shouldn’t be a socialised cost in the nation because developers would milk that. If you are a developer, that is your cost, end of story. So if there’s a local developer plan which is set in stone, then it could be a series of developers creating a pool of money all together. It needs to be cooperation not competition, which would enable the first developer to apply for money.” Charity / non-profit organisation



- “Localised generation takes the load off of the nation, they’re doing it in Germany and we should be doing the same thing.” Infrastructure / engineering representative

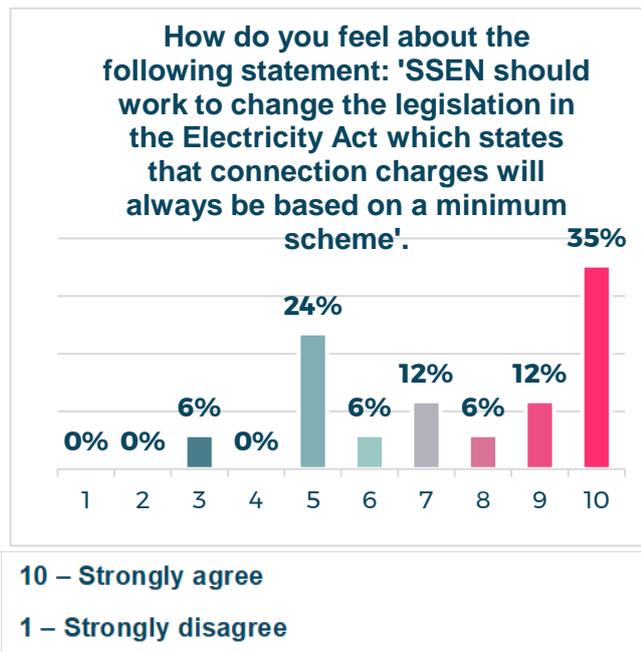
- “More developers should be more sustainable; you should have solar panels on every house to reduce pressure on the network. You should have a scheme like that.” Parish /

community council representative

- “This comes back to the combined heat and power; if you can pipe the electricity and the heat together, it’s great. Wokingham Borough Council in Surrey do a lot from combined heat and power; they say it’s a case of thinking outside the box.” Local authority representative
- “There’s a propensity to oversupply because you’d need to pay more for reinforcement at a later date. It might make one scheme economical, but what if the next housing scheme is mothballed?” Developer / connections representative
- “Our planning applications already pass through the water company and the environmental agency. I’ve never been on a meeting that involves the power distribution company.” Local authority representative
- “If they are state-owned, the problem could be eliminated, but the cost will be lumped onto the end user. The money has to be found somewhere.” Parish / community council representative

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

- “Yes, certainly.” Local authority representative
- “Yes, I think so. On the heavier user sides, I’d say it’s the fairest. In France there isn’t a road tax as it goes on the fuel, so those who travel more, pay more.” Parish / community council representative
- “It used to be I before E – infrastructure before expenditure – now you build stuff first, then the utilities go in there.” Infrastructure / engineering representative
- “The drive is to increase productivity and employment, and that relies on highly skilled people locally, and it is all tied up with the drive to improve productivity.” Business representative
- “Central government growth plans have been slow on the uptake. The deliverability, bringing the areas in for adoption, how that’s demonstrated on the network, it’s hard to see.” Developer / connections representative
- “Can I ask, how much information are you getting from councils and those who are at the local plans, the housing plans, are you getting the right information as a supplier, to plan, think about capacity, and think about what you want to put in?” Business representative
- “It would be a good idea to lobby for a change in this legislation, as everyone would know what is going on and you wouldn’t have energy companies promising supplies that they can’t deliver or capacity being provided that cannot be paid for.” Infrastructure / engineering representative
- “It’s very frustrating for planners. One of our planners on the council is very keen to future-proof, using fibre optic cables, solar panels and all that, and then you get the government saying that it has to be minimum charge, so you’re back to the same old minimum everything. The government dictates it all. It’s very frustrating, really.” Parish / community council representative



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

Summary

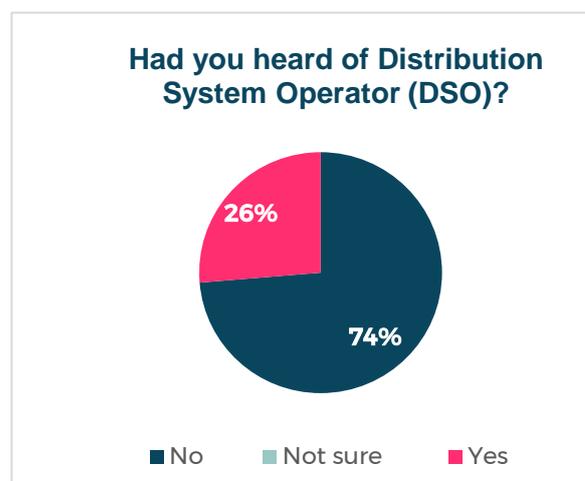
Only around a quarter of stakeholders had heard of the transition to DSO and 90% were not aware of the concept of S-CMZs. However, there was a good deal of support for SSEN to invest 'beyond the meter' in initiatives like S-CMZs to encourage greater take-up of renewables and to reduce demand. There was broad agreement that the main challenges for S-CMZs were a lack of funding; a lack of awareness and interest; the cost of bidding; and general apathy.

There was consensus that education projects should be used to counter these challenges, both in schools and large companies. Other suggestions included a subsidy for communities to help them prepare bids. Several stakeholders also made persuasive points about the need to target tenants in both private and public housing. It was added that a tailored approach would be needed as tenants are less likely to be persuaded to invest in energy-efficient appliances.

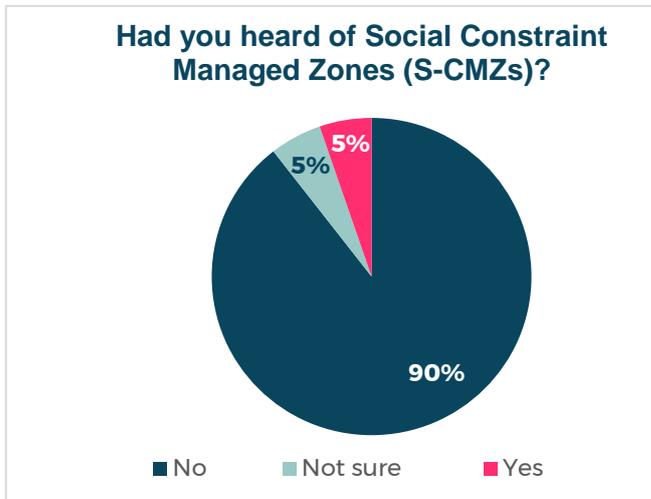
Only some of the stakeholders thought that their communities would be willing to take part in the scheme, so long as there were adequate benefits, including financial incentives. Several stakeholders thought that more should be done to raise awareness of the benefits. It was widely felt that targeting community leaders and raising awareness through local authorities and ALCs would be an effective way of rolling out this initiative.

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

- "I had." Parish / community council representative
- "Sounds good to me." Local authority representative
- "I had not heard about this before, but it was explained well." Parish / community council representative



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



- “There are few downsides; it’s just about getting it done.” Developer / connections representative
- “Using energy storage would mean better resilience. Energy storage is a backup for the grid.” Energy / utility company
- “There is no perception about how uncertain the local network is for local communities, so it’s not taken seriously by the general public.”

Business representative

- “There’s a whole system approach. All of the different networks are being regulated separately and there is no drive to sort this and find a solution from the government.”

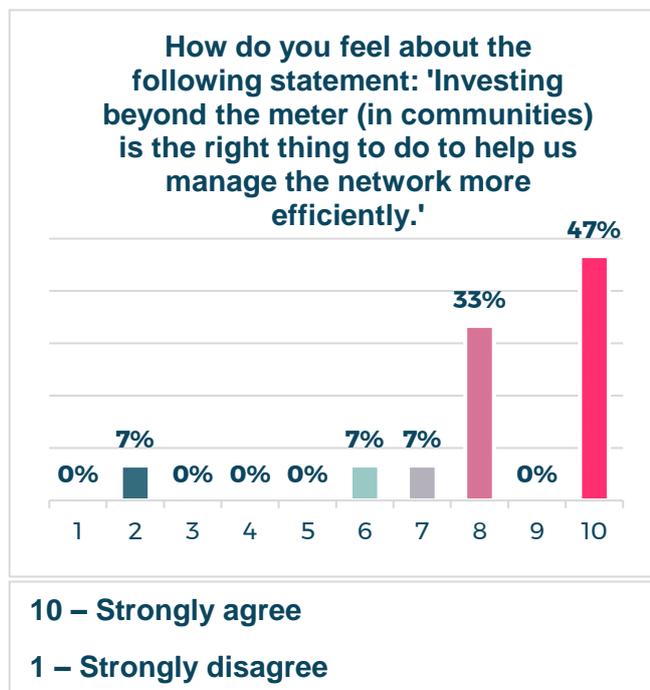
Infrastructure / engineering representative

- “Subsidies for base loads are disappearing gently and the subsidies for renewables are being kept in place. The government doesn’t seem to see the problem with this – what will happen on days when you don’t have any wind or any sun? What will the backup be? There are no subsidies for battery storage devices and it costs a huge amount to have a diesel generator sat in a field doing nothing.”

Business representative

- “With S-CMZs, when you have a problem, who are you meant to contact?” Parish / community council representative

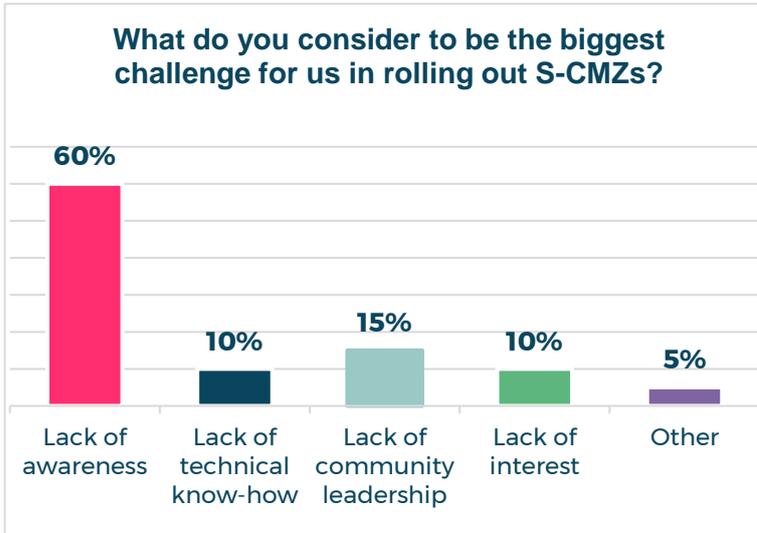
- “Contributing to the community on low-carbon power is important. Where does the cost for doing this lie? Who will be charged? Everyone needs to be involved.” Local authority representative



- “There’s a trial that was going on in Swindon about street lighting for new developments and it was driven by solar and wind, and environmentally it’s not as damaging to animals like bats and insects. I wondered if there was a list of trials that benefit the environment as well?” Local authority representative

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

- “Disruption – it would be very disruptive having certain things put in your house as well.” Parish / community council representative
- “Your point on apathy is well made – we tried to do a community heating scheme where we give people free hot water and heating, and everyone was very suspicious of it. They thought there would be a catch. It would have paid for itself through subsidies of the boilers, but people didn’t trust it.” Parish / community council representative
- “I give talks and lectures on energy and we ran a local coach trip to look at community energy projects. Only 16 of 36 places on the coach were taken. This backs up the point on lack of information. If people understood a little bit more about it, they’d be more keen.” Infrastructure / engineering representative
- “There’s not that many people with a conscience in that sense.” Parish / community council representative
- “If there’s a financial cost, they’ll reject it. Convincing people that something new isn’t going to cost people anything is difficult, there’s a lack of trust.” Parish / community council representative
- “The vast majority of ours wouldn’t want to spend their money on something that’s not proactive.” Local authority representative
- “We have very few disruptions where we are, the supply is excellent. Not had anyone complaining about it, so why would we try and solve a problem that doesn’t exist?” Local authority representative
- “You get a smart meter and the information’s going to go back to SSEN and I have had concerns about lack of privacy, intrusion and surveillance, like when people know you aren’t home. Sometimes, the more alert, more interested people are more suspicious and concerned. I am concerned about the smart meter; I am suspicious that if energy is renationalised, that information could go straight to government.” Local authority representative
- “Can I ask about private rented properties? In Bournemouth there are a lot; young people can’t afford to buy. How does it affect the person in rented accommodation without an energy-efficient boiler?” Consumer interest body



- “People are uninterested in the social values, especially individual private renters, not housing associations. Mixed housing will cause issues.” Consumer interest body
- “The biggest problem is the cost of bidding. Even if you need to implement it, you need the technical know-how

to put the proposal forward, and that costs money. This cost would put people off.” Infrastructure / engineering representative

- “There’s a trust issue, the legacy of misunderstanding from the installation of solar panels, the benefits of them, and people are reluctant to jump in.” Developer / connections 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:

<h3>Social CMZs Challenges and Solutions</h3> 	
Challenge	Solution
Lack of awareness	Direct education to the public on how the grid works Avoid jargonistic language as much as possible Raise awareness of constraints
Lack of technical know-how	Work with industry employers on up-skilling workers Design education initiatives for school-age children Collect details of, and work through local technical experts
Lack of community leadership	Use universities as local representatives of SSEN Focus on a local area's needs, such as energy efficiency, to ensure buy-in
Lack of interest	Focus communications chiefly on the potential benefits for the community
Cost to community	Consider assisting communities with the costs of preparing bids
Community scepticism	Consider the legacy of solar panels and smart meters - be open about the potential disruption, as well as the benefits

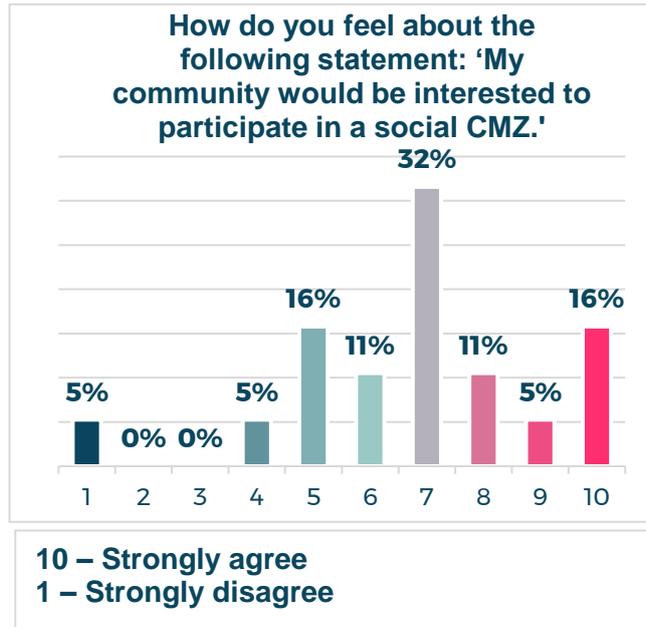
4. What solutions do you propose to overcome these?

- “You should make an educational piece to tell the community what will happen if they don’t engage. It’s that kind of education piece to get them to understand the increase in demand.” Energy / utility company
- “You need to educate people about how the grid works. I know a bit about it, but most people don’t have a clue. I love the idea of the hot water tank but have no idea how that works in practice.” Parish / community council representative
- “Putting this into a language that people will understand. It has to get down to the common denominator.” Business representative
- “Start with kids in schools to build technical know-how. Community leadership can come from kids as well; the idea of nag power.” Parish / community council representative
- “Whenever you put a project together in a business, you make a cost-benefit analysis. You need a disruption analysis to give to the people.” Energy / utility company
- “I think the councils absolutely need to be brought in.” Business representative
- “We have to show that we are qualified for a contract, which involves a form that takes a day and half to fill in. Maybe have a simple form to fill in and then have a more complicated one filled in by technical experts in a second phase.” Business representative
- “Is there an opportunity for aggregators to play a bigger role in bringing people together across the different energy networks?” Infrastructure / engineering representative
- “Give them reasons and appeal to their wallets.” Parish / community council representative
- “Maybe if you do a case study that shows what happens when it does go over that capacity, such as ‘the network in your community is at 98% capacity; if it goes over, this is what happens’.” Energy / utility company
- “You still have a lot of estates that were councils, and people living in private blocks of flats, you need to pitch it to them as saving money.” Local authority representative

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

- “I’m not sure if my community would engage.” Local authority representative
- “Yes, we would.” Infrastructure / engineering representative
- “I would suggest looking at communities that are tightly knit. You should be looking at strong housing associations, parish councils and residents’ associations.” Local authority representative

- “Some of the tenants won’t be interested, which is a shame.” Parish / community council representative
- “I go to the local authority for schools, the kids go home and talk to people – you get beacons of interest.” Energy / utility company
- “This has got to be publicised and made the most of; people’s attention spans are short. If we got to the point when we have another energy crisis, everyone will be interested.” Business representative



- “Community and parish councils; get them to use their networks to do this.” Local authority representative
- “You have to remember that you have councillors here, but the number of people who actually vote is 16%, there’s total apathy.” Local authority representative
- “If it was put onto the local authorities or councils and if you could prove that it would make things more efficient in terms of power distribution, you should receive a grant.” Parish / community council representative
- “Have you been in touch with the university? Because Bournemouth is very active, and has a learning week, and a lot of people there would be interested.” Parish / community council representative
- “This is an incredibly technical area and a local community would require a lot of help. I would say that an intermediary is needed.” Infrastructure / engineering representative

6. How could we spread awareness?

- “Have a word with ALCs and the Dorset Association Of Parish & Town Councils, etc.” Parish / community council representative
- “Re-empower the local arm of government to handle all these things, both town and parish.” Infrastructure / engineering representative
- “Schools are the answer for getting the message out for the next generation.” Energy / utility company
- “You should be doing hardship grants for vulnerable people, or some other form of assistance.” Consumer interest body

- “Whatever you ask people, they just want cheaper and better; that’s their answer to everything.” Local authority representative
- “Highlight the payback. Sell it, in other words.” Parish / community council representative
- “Community leadership is a very relevant idea. Who will step forward to take this step? Some people don’t want to come to the party.” Infrastructure / engineering representative
- “Answer the question, ‘What is in it for me?’. Demonstrate the clear benefit.” Developer / connections representative

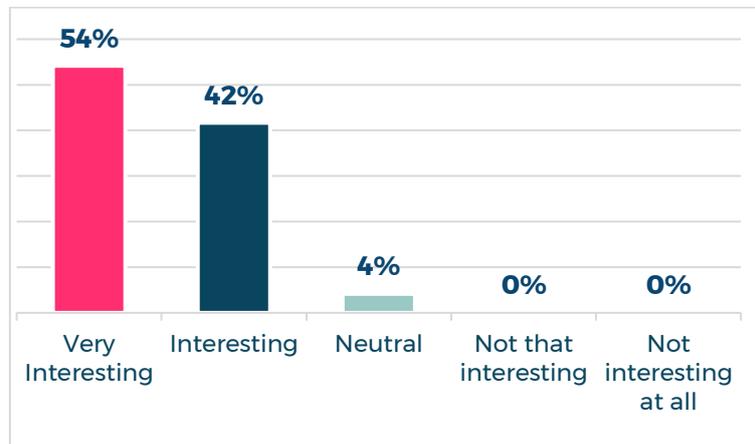
7. How can we ensure that everyone benefits from this, not just more engaged communities?

- “My understanding of the S-CMZ is that there is a payback to whoever provides that constraint. There is a return.” Business representative
- “I read one article about 18 months ago, and it said they were considering putting solar panels on garage roofs to get the power directly into the electric vehicles.” Local authority representative
- “We’ve got a problem already. There’s a two-year wait for the power units already. So there is a capacity problem.” Parish / community council representative
- “Parish and town councils, at a local level, they’re more accessible, so giving us the right information, as we know the groups and the network, we can do some of that leg work for you.” Local authority representative
- “Is that issue not then an issue of coordination, with SGN or the gas provider, working together?” Developer / connections representative
- “It should be subsidised within reason. You need to incentivise people.” Infrastructure / engineering representative

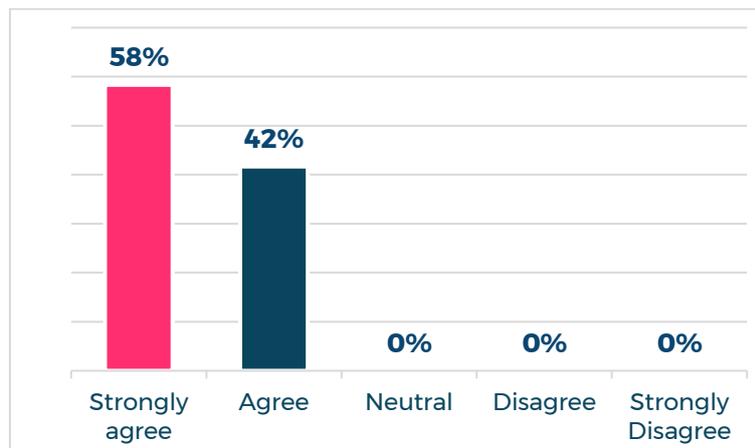
WORKSHOP FEEDBACK

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

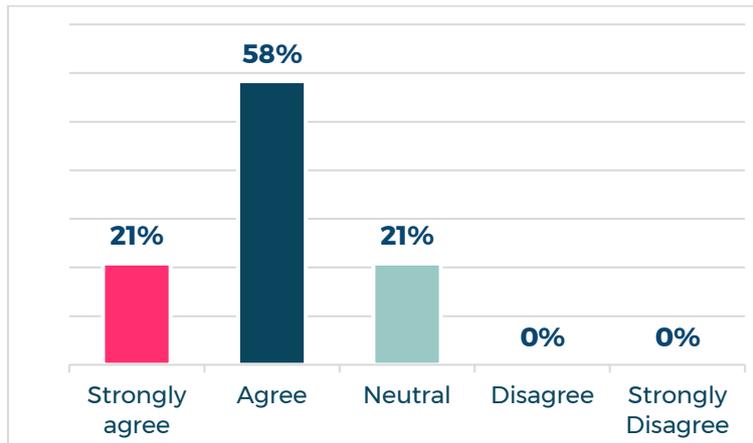
Q1: OVERALL, HOW INTERESTING DID YOU FIND THE WORKSHOP TO BE?



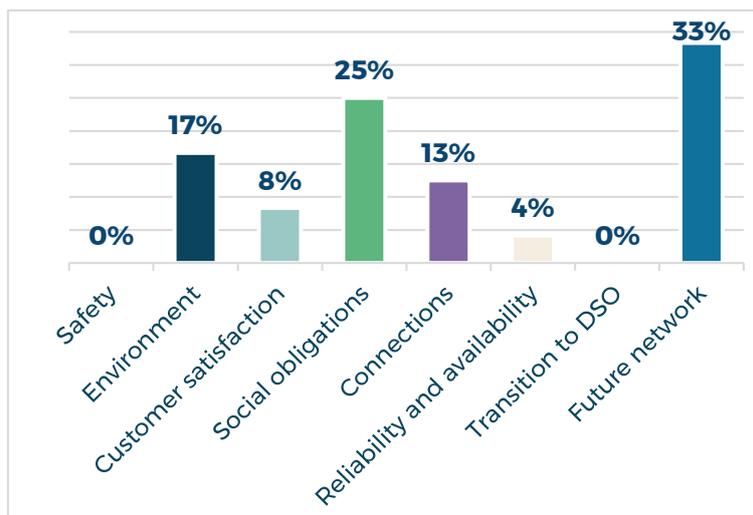
Q2: DID YOU FEEL THAT YOU HAD THE OPPORTUNITY TO MAKE YOUR POINTS AND ASK QUESTIONS?



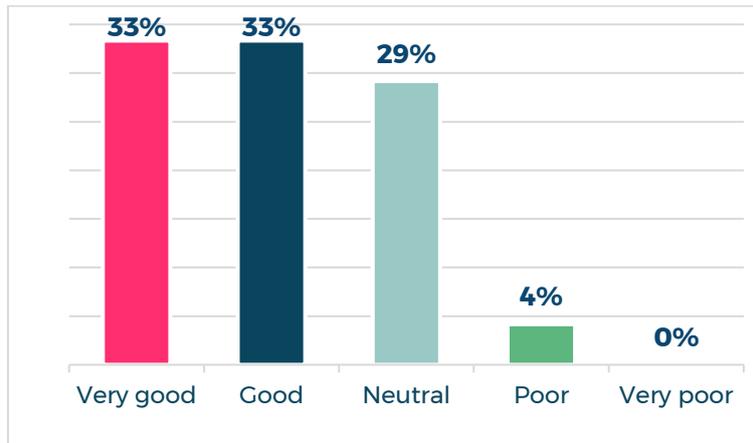
Q3: DID WE COVER THE RIGHT TOPICS FOR YOU ON THE DAY?



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



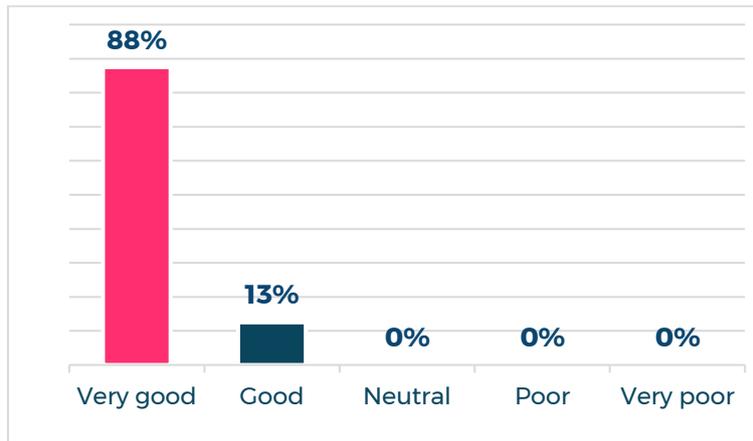
Q5: WHAT DID YOU THINK OF THE VENUE?



Comments:

- “Venue good, except for noise from adjacent room in first session.”

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



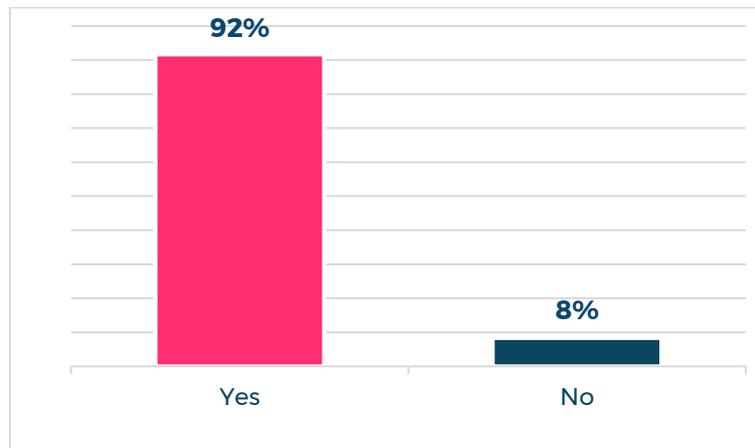
Comments:

- “[EQ Communications] were excellent.”

Q7: ANY OTHER COMMENTS?

- “We look forward to SSEN being involved as we develop the Local Industrial Strategy for Dorset.”

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





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