



EMOTIONALLY
INTELLIGENT
COMMUNICATIONS

SSEN DISTRIBUTION STAKEHOLDER WORKSHOP

PORTSMOUTH

OCTOBER 2018



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INTRODUCTION

On 3 October 2018, SSEN hosted the second 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 Guildhall in Portsmouth. 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.

- Stakeholders generally had positive experiences of working with SSEN. It was commented that the company is helpful and professional.
- Those who had negative experiences cited examples where it had been hard to find the right person to speak to, resulting in a breakdown of communication.
- Many stakeholders attending the workshop were primarily interested in the growth agenda. These people said that they would value more engagement with SSEN so that new homes (and EV charging points) could be planned, taking into consideration the capacity of the electricity network.

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.

- 65% of attendees had not heard of the 105 phone number to call in the event of a power cut and over three quarters had not heard of the Power Track app. It was thought that using social media and working with Associations of Local Councils (ALCs) would be efficient and cost-effective ways to address this.
- The 'Look Out, Look Up' TV campaign was very popular with stakeholders; however, it was commented that since many people fast-forward through adverts when watching TV, running the video in cinemas might have a greater impact.
- All of SSEN's safety campaigns were supported and endorsed by stakeholders, although the majority were not prepared to pay more on their electricity bills to fund these 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 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). 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'.

- Most stakeholders were of the view that SSEN should take a proactive, rather than reactive, approach to asset replacement, as it was thought that this would prove most cost-effective in the long-term.
- Attendees favoured a collaborative approach to customer connections and connections-driven reinforcement. It was felt that the fairest charging mechanism to pay for this would be a tax-equivalent approach, with larger users paying a higher percentage.
- Most stakeholders were of the view that SSEN should work to change the legislation in the Electricity Act. Almost all attendees felt that this policy prohibited a coordinated approach between local authorities and energy networks and may actually limit the number of new homes that could be built.

THE TRANSITION TO DSO AND THE ROLE OF S-CMZs

Steve Atkins, DSO Transition Manager, 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). Steve then explained the concept of S-CMZs before asking stakeholders to give their feedback.

- While there was broad agreement on the proposed benefits of S-CMZs, it was widely felt that a number of challenges need to be addressed before the concept could take off.
- Stakeholders were of the view that the biggest obstacle would be lack of awareness and a lack of interest. It was felt that greater leadership at both central government and local level was needed to help to facilitate the rollout of S-CMZs.

- It was also felt that communities would be unlikely to adopt this new approach unless there were tangible financial benefits which were clearly conveyed to them.

WRITTEN FEEDBACK

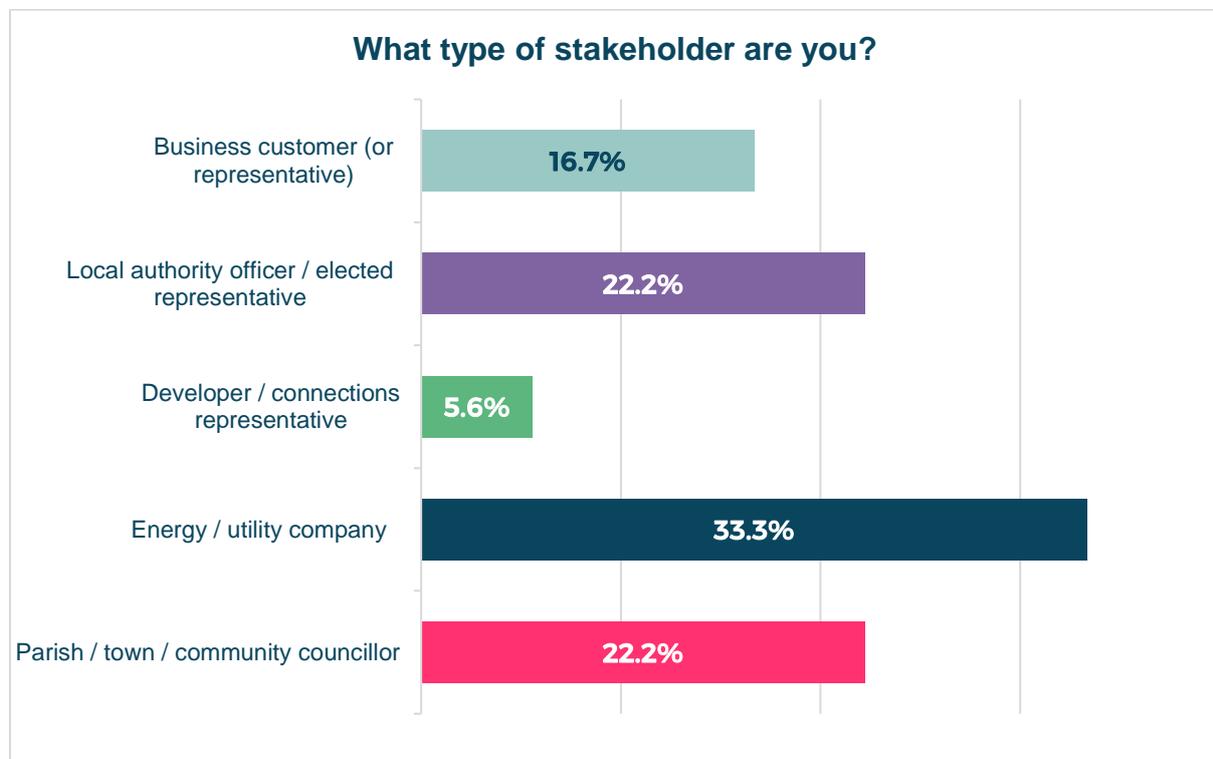
After the workshop, stakeholders were asked to complete a short feedback form. Some of the key findings are shown below:

- 71% of attendees who filled out a feedback form told us that they found the workshop 'very interesting' and 24% said they found it 'interesting'.
- 76% of stakeholders strongly agreed that they had been given an opportunity to make points and ask questions, and 100% of attendees agreed or strongly agreed that the right topics were covered on the day.
- 88% thought EQ Communications' facilitation was 'very good', with 12% opting for 'good'.
- 88% wished to receive the post-event report and would be interested in attending similar events in the future.

ATTENDEES

A total of 19 stakeholders attended the workshop, representing 18 organisations. The organisations represented on the day are shown below:

Chichester District Council	JCM Groundworks Ltd
Developer Services Southern Limited	Nether Wallop Parish Council
Droxford Parish Council	Outram Research Ltd
Dummer Parish Council	Portsmouth City Council
Eastleigh Borough Council	Portsmouth Water
Energy Saving Trust	Rowlands Castle Parish Council
GMB Union	Selborne Parish Council
Highview Power	Hampshire County Council
JB Corrie & Co LTD	Winchester City Council



WORKSHOP ONE: YOUR EXPERIENCE OF WORKING WITH SSEN

Summary

A broad range of stakeholders attended the Portsmouth workshops. The most prevalent stakeholder type was energy / utility representatives, although those representing local government, either as elected members or officers, were also particularly well represented. Many of these people were interested in the growth agenda and had concerns about how the electricity network would accommodate this. Most stakeholders had a positive experience of working with SSEN, citing the professionalism and helpfulness of the company, particularly when it comes to dealing with emergencies and engaging on topics relating to social obligations.

Those stakeholders who had had negative experiences told us that they found it difficult to find the right person to speak to, primarily because of the structure of the company. Stakeholders also gave a number of examples of instances where communication could have been better, and calls had not been returned. However, it was generally felt that SSEN had made great improvements in this area in recent years. A number of stakeholders commented that they would welcome more proactive engagement between SSEN and local authorities on planning, transport and, in particular, electric vehicle charging points.

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

- “I’m an executive councillor. I look after the environment side of things. Today, I’d like to see how we can work in partnership and create some joint ventures.” Local authority representative
- “I’m wearing two hats today. I’m head of energy planning at Hampshire Council, but I am also involved in SSEN’s stakeholder advisory panel, representing stakeholders, I go to SSEN for meetings.” Consumer interest body
- “I am basically responsible for anything under the umbrella of vulnerability.” Energy / utility company
- “We are developing new energy storage using liquid air. The transition to DSO is really interesting for me. I’d like to know where energy storage fits in with that.” Energy / utility company
- “I’m a member of a parish council. I’m here today because we on the parish council are very aware of development around our village. People are always asking, ‘What’s happening with infrastructure? How do we know we will have enough electricity or water? What provisions are SSEN making for infrastructure?’” Parish / community council representative

- “I am a local authority officer and I have an overview of all environmental services near me. There are about 20 different reasons I’m here today – energy, environment, transport planning on the environment side, and infrastructure. I was in a planning meeting for environmental strategy and I’ve worked with SSEN on Ofgem community projects. We’ve also got a big renewables portfolio. We’ve got electric vehicles, and we’ve just got a report going about replacing our fleet of bin lorries with electric ones. Our area has been a red dot on the constraints map, and every time I look at the map, it gets redder.” Local authority representative
- “I work for the Energy Saving Trust, I do all of the work with DNOs to support vulnerable people.” Energy / utility company
- “I’m on the district council and I’m a farmer as well. I’m on the cabinet for corporate affairs. I have some cable I want to bury across land, I’m in the middle of negotiations about that, I would like to talk about that.” Local authority representative
- “I’m from a rural parish, the parish clerk was keen to find out about charging points for electric vehicles. We also have overhead lines that come down in strong winds, and I want a move to replace them.” Parish / community council representative

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

- “No complaints. Clear communication and easy access to sites.” Infrastructure / engineering representative
- “At the beginning, there was a lack of communication and understanding on issues, but now things are much better. When talking about vulnerable people and emergency planning, we need to communicate because we know where these people are, not SSEN.” Local authority representative
- “On the whole, positive. We do work for other utilities. It’s a dangerous network, and I don’t think other utilities understand the complexities. Electric, telecoms, water, local authorities.” Infrastructure / engineering representative
- “When it comes to data sharing on the Priority Services Register (PSR), I find them brilliant. They’re easy to work with, mainly because of Alison. She’s my point of call. She’s brilliant.” Energy / utility company
- “The understanding of who you wish to speak to is difficult. As in, SSEN vs. SSE. Are they interchangeable? When I tried to register with the PSR, I was told I had to talk with my distributor, but it’s confusing.” Parish / community council representative
- “I think credit where it’s due – in the last few years [there has been] a massive improvement. In 2013, the constable rung, and on the news, there were 18,000 people with no electricity. We mobilised with Chris’s team. There was a lot of fallout on SSE’s

response, and not engaging with partners. Now, we've seen a massive change." Local authority representative

- "I find the individuals helpful and professional when they come around and fix cables really quickly. I just find dealing with the organisation difficult. It's huge and difficult and I don't know who to contact. SSEN is too much like the Civil Service. There's an organisational chart but it's really difficult to access. We signed a legal agreement that I have to dig the trench and SSEN put the lines in, but the work has just stopped and I'd like to find out why." Local authority representative
- "I feel like I have no negotiation power with SSEN. Years ago, you used to be able to make a deal, but now, because it's a monopoly, you have to buy cables from SSEN and let them put them in. I get charged a price and there's nothing I can do about it." Parish / community council representative
- "I think you have improved though. When we had the 12-day outage, it was four days before the refreshment van came in. There was a live wire in the car park sparking for a week. But I have to say, the response time has improved in the last four years." Local authority representative
- "Communication on the phone is good. If you phone up it is very precise and clear and informative." Parish / community council representative

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

- "If you have a single line of contact, we can enable information to trickle down to the parish councils and the local councils. Most parishes have an emergency plan and a central coordinator, which means that things can be processed much more easily. Things can really work with clear communication." Local authority representative
- "During a long-term power outage, there was a soup kitchen operating within the village so that the residents could ensure that everyone got fed. I can't imagine seeing that community spirit again." Local authority representative
- "I have a pole in my back garden. SSEN have ignored this for 20 years and I only got back pay for six years. No one was paid wayleave." Local authority representative
- "When we last had a power cut, the village was reconnected quickly, but the farmers went without power for a while. The farmers offered to dig trenches to put pylons in place at their expense, but SSEN said no." Local authority representative
- "Generally, engagement is poor. I cover transport and roads and energy, and we've had constraints for ages. I saw something on SSEN's website that said they would improve infrastructure in December. I wrote to them to ask what they're doing, and I didn't get a response until July, despite chasing them. They came back and said, 'Good

news, we are reinforcing the grid because we have an issue with a line. It's getting fixed in January.' I think a couple of weeks later I found out they are digging up the roads, but they didn't tell us any of that. No one in the council was told about this. I wasn't happy as it caused a lot of problems." Local authority representative

- "I deal with approximately 150 employees, to varying degrees, and I would say SSE is one of the slowest to respond when we engage with their HR. I can walk into the civic office here, but if I ring SSE and say I need to speak to a member of staff about a problem, they say they will get someone to call me back. I've been waiting seven days for a callback. You've got to look after your staff. I have been in the office with two other utilities since asking SSE, so yes, SSE are particularly poor in aligning their employees with the management." Business representative
- "I'm here because we suffered a break of 12 days, three years ago, over Christmas, so people couldn't cook their Christmas lunch. Projecting forwards to 2030, if there's a cut and people can't charge their cars, they can't drive anywhere. There needs to be a spread of charging points or there will be big urban queues. My concern is council houses and blocks of garages, will there be a statutory duty to charge cars?" Parish / community council representative
- "We often get questions to the parish council, and we in our village have an email distribution system. It goes to 500 houses out of 1,300 in the village. As soon as we in the parish council get to know about something, it goes out practically in real time. So we have this great communication. The best way for us to find out about something going on is walking past a site and talking to someone digging a hole. There is a great lack of official information." Parish / community council representative
- "One point of contact would help. SSEN is better than BT Openreach – they don't have any record of anything." Parish / community council representative
- "From our point of view, you guys are great. We generally have no issues with SSEN, but we are not involved in villages and we haven't had any disruption recently, as far as I'm aware." Infrastructure / engineering representative
- "One Sunday, a fire on a telegraph pole took out the electricity. I reported it as I was going out. I came home an hour and a half later and there was a refreshment van giving out hot drinks. I was very impressed by the speed and level of response on a Sunday. We got power back in the timeframe indicated, then loads of guys the next day were back doing the re-cabling. I was so impressed that I offered them cake and coffee. They were working very hard. It was very impressive on a personal level." Parish / community council representative

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

- “UKPN have an ‘ask an expert’ helpline. SSEN send you to a particular individual, who will help or send you to someone else who can.” Business representative
- “I work on vulnerability areas, SSEN are very forward-thinking, they are doing things with companies that are going to improve how people live. They’re in the top three of the distributors we work with.” Energy / utility company
- “Water’s funny for us, within the parish there’s Southern, Thames and South East, and often it’s difficult to know whose main has burst. It’s very complicated.” Parish / community council representative
- “Water companies tend to be, ‘We are us, this is how we do it’, with no leeway.” Parish / community council representative

WORKSHOP TWO: HELPING TO IMPROVE OUR SAFETY PERFORMANCE

Summary

Almost two thirds of stakeholders had not heard of the 105 phone number (to call in the event of a power cut). It was felt that more ought to be done to promote this number, particularly to those at the lowest tier of local government. It was suggested that Associations of Local Councils (ALCs), who represent all parish and town councils and parish newsletters should be used as a conduit to raise awareness of the number.

An even larger proportion of attendees (76%) were not aware of the Power Track app. However, encouragingly, 60% of attendees stated that they would be likely to download it after the workshop. Again, using ALCs was suggested as a way of disseminating the message. In addition, it was thought that social media would provide a cost-effective way of publicising the app.

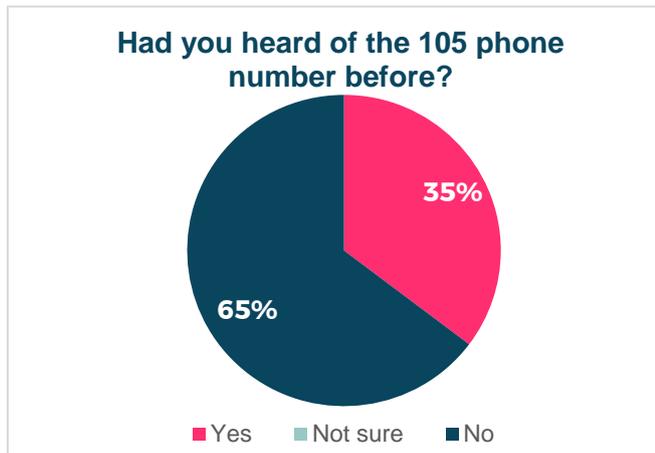
Although most people hadn't seen it before, the 'Look Out, Look Up' video was popular with stakeholders. However, stakeholders suggested showing the video in a cinema, where there is a captive audience, as nowadays many people don't watch adverts on TV.

Although there was support for all of SSEN's safety initiatives, opinion was split on whether customers should pay more for safety campaigns, with the majority of stakeholders stating that they would not be prepared to pay more on their bills to cover this. It was felt that similar campaigns should be aimed at landowners, as opposed to focusing on farmers, and that more should be done to educate young people on the dangers associated with the electricity network.

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?

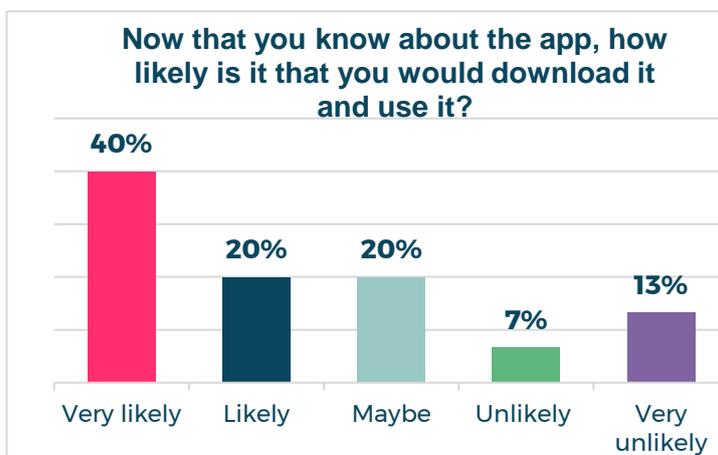
- "I didn't know about it. From the county's point of view, if you did a promotional thing with the council, you would instantly hit 60,000 people on social media. I don't know why I didn't know about it, which shows that there's a communication issue. I'm really big on getting things out on a county level. If you're doing something good but no one knows about it, what's the point?" Local authority representative
- "You should promote it through ALCs." Parish / community council representative
- "A card on the poles, transmission poles, people will look at what's new." Parish / community council representative

- “No, I hadn’t. This is the first time I’ve heard of it.” Parish / community council representative
- “I have a relative who works for SSE, so that’s why.” Business representative
- “And that is a nationally connected number, so all power networks are connected?” Business representative
- “Isn’t it on the electricity bill? When there’s a problem I look for the number.” Parish / community council representative
- “So many people have thrown away their analogue phone. With a digital phone, you can’t get through anyway. When the electricity goes, it takes about an hour for the mobile network to come back.” Parish / community council representative
- “There should be a campaign to make it more public; I never look at the bill – I get them electronically, so I never look at the number. 105 needs to be more like 999.” Parish / community council representative
- “On the parish magazine there’s a list of useful numbers, so it could be useful to put in emergency numbers – 101 and 105. You could have them there to make them accessible to people in a hurry.” Parish / community council representative



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

- “Promoting it through social media is a great idea. Things can catch on really quickly.” Infrastructure / engineering representative

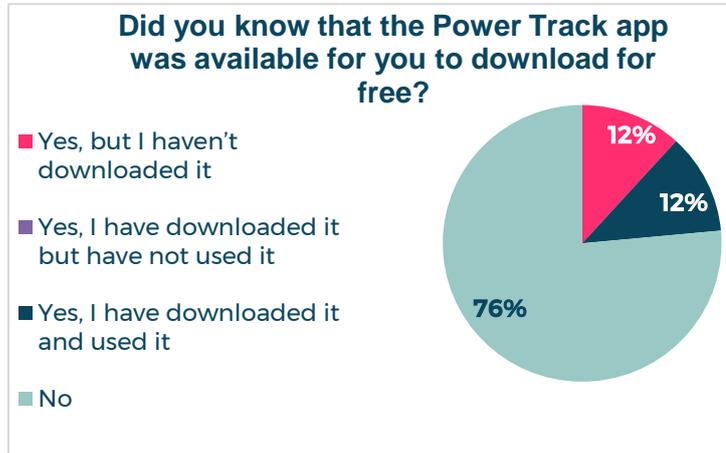


- “You should think about the Hampshire Association of Local Councils (Hampshire ALC). If you use this network, you reach most of Hampshire, as they have councillors and parishioners.” Local authority representative
- “Yes, people would be interested in this. There’s lots of

old folk without smartphones, but there are also younger families.” Parish / community council representative

- “I’m surprised at how much you rely on people telling you there’s a power cut. Don’t you know if there’s a reduction in current in a certain area? Do you have any other way to detect faults?” Parish / community council representative

- “I think when some houses were out in the village we used the app to keep up to date. I didn’t report anything on it, but having the estimate of when it would be fixed was useful. There’s a bit of a time lag, but it’s the most efficient way of getting information.”



Parish / community council representative

- “Could you put this on your website, rather than on an app? It’s nice to have an app, but on the other hand, most people go to the website.” Parish / community council representative
- “After the last workshop about the PSR, we published it in the Association of Parish Councils newsletter.” Parish / community council representative

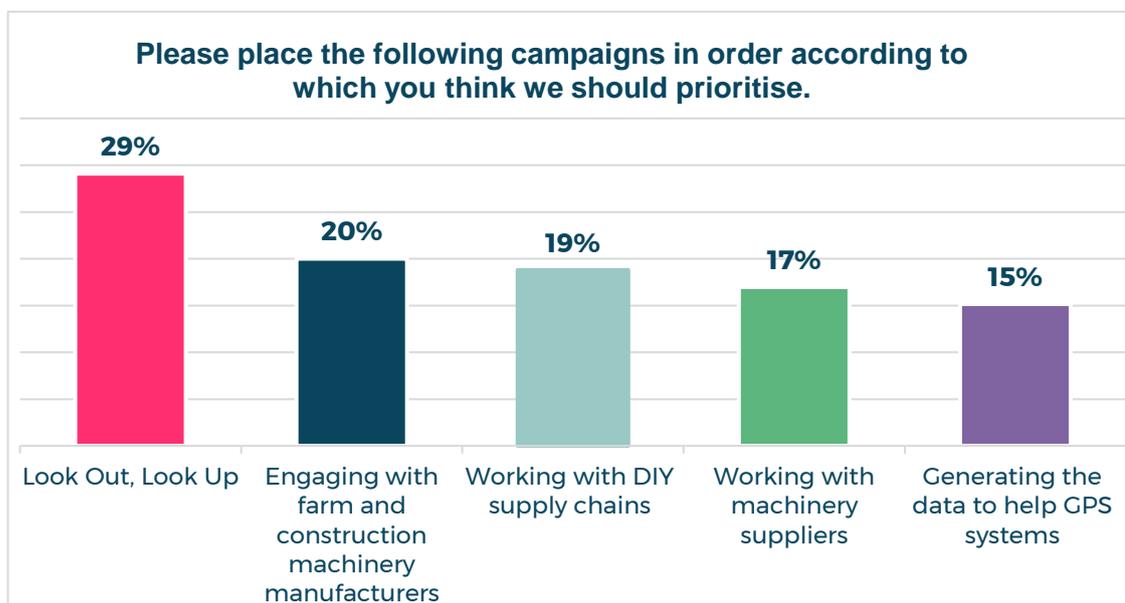
3. Do you have any comments on our ‘Look Out, Look Up’ campaign?

- “It reminded me of those public safety ads from the 70s. The risk is there, as many things can fly into power cables too, such as light planes and drones. It should be on TV and social media.” Infrastructure / engineering representative
- “We still need leaflets. Twitter is a surprisingly small percentage, especially compared to Facebook.” Local authority representative
- “It’s really very good. If you go to the fire brigade website, you tend to hear about these kinds of campaigns there.” Local authority representative
- “The problem with shock ads is that it doesn’t have the impact the next time people see it. It only applies to a few people.” Parish / community council representative
- “What about running the ad in cinemas? Personally, I try to switch off when the ads are on the TV, so I wonder if they have much impact.” Parish / community council representative

- “I haven’t ever seen it before. I am very aware of the dangers of high voltage. I’m an electrical engineer, so I’m sorry to say I’m unaware of the campaign.” Infrastructure / engineering representative
- “I thought it was a very effective video.” Parish / community council representative
- “I know someone who drove a combine across a field and ran into a cable. Combines get bigger every year. Poles put up 40 or 50 years ago have a height suitable for machines from that long ago.” Parish / community council 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 really good initiatives. Well done.” Business representative
- “They’re all good, but it could dilute the safety message if it’s another one after another.” Parish / community council representative
- “These are good, but you should focus on language, so you can reach hard-to-reach groups.” Infrastructure / engineering representative
- “The DIY shops thing is definitely the right thing to be doing. If you buy a chainsaw, you get training. You should have something similar to warn people about touching cables.” Parish / community council representative



- “With Cable Avoidance Tools, why don’t you speak to JCB and machine makers? They could fit these in directly to the machines, so you don’t have to go out with a handheld one. It’s safer.” Parish / community council representative
- “You should have safety sessions in hire companies, not just the shops themselves.” Local authority representative

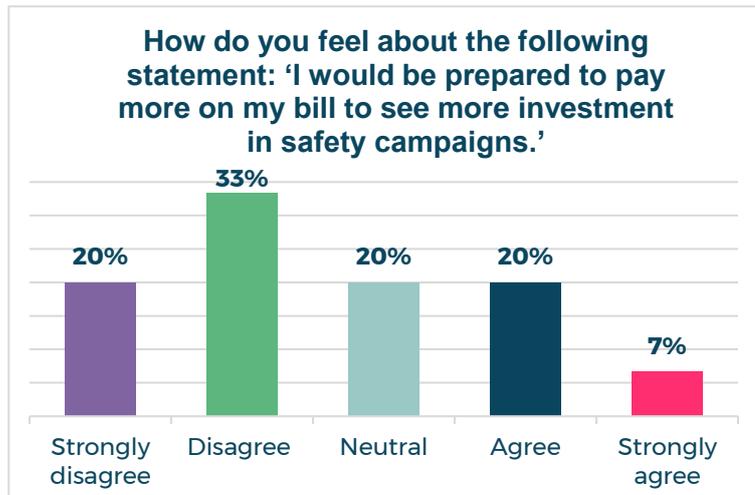
5. Are there any other third parties we should be targeting / any other initiatives we should consider / any major safety issues we have overlooked?

- “It’s great to try and get the in-house message across at the beginning. Skanska has a great method for keeping things safe. If there is a death or serious injury, the whole company would have to stand down for the day. We just signed a deal with their UK board, which is another reason why I found strategic partnerships so important. IKEA also have a good model to follow.” Local authority representative
- “Another great method is trying to put in place a programme to change people’s mindset towards their work. We did this. As a result, there have been no accidents for six months. Teams are proud that they have had no accidents. It’s almost become a competition and it’s great.” Infrastructure / engineering representative
- “Is a cable detector an expensive item? You could give them away.” Parish / community council representative
- “The ambulance is doing a lot of work with hard-to-reach groups to educate them on safety. You should link up with some of their events around the county.” Parish / community council representative
- “You should do more to communicate with landowners. A lot of the power lines go through people’s land. What about a regular letter to people who own land with power lines going through? Not just farmers, but in general.” Local authority representative
- “You should have a day for that number. Like 1st May. 105.” Business representative
- “They do it with smoke alarms, a day of the year where they encourage everyone to test their smoke alarms.” Local authority representative
- “I’m a governor of a primary school in the village, and health and safety is one of our main responsibilities, but I don’t remember anything being said about electricity. You should do more to educate children through their schools.” Parish / community council representative
- “We arrange sessions like that. Most schools in our borough engage with SEN and gas networks.” Local authority representative

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

- “The bills are quite expensive anyway. It adds up. You should spend your money more wisely.” Energy / utility company

- “The energy companies get a bad rep. Five pounds more a year might be worth it, but it won’t go down well.” Parish / community council representative
- “We have increased our bills and we consulted on this. We put a pound on everyone’s bill which is the social tariff charge.” Energy / utility company
- “I think most people would be prepared to pay a little more. But it’s important to work out whether the extra expenditure will be effective.” Energy / utility company



WORKSHOP THREE: NETWORK INVESTMENT

Summary

There was no real consensus on whether stakeholders would prefer lots of frequent short power cuts or longer, less frequent ones. While some felt that a greater number of short power cuts was disruptive, it was also commented that longer power cuts can do more damage, for example, by causing a freezer to be without power for a long period of time.

There was considerable support for SSEN taking a proactive approach to asset replacement, rather than a reactive approach. Stakeholders were generally of the view that adopting a piecemeal approach to asset replacement would be costlier in the long run and that the company should make the most of innovation. However, it was noted that innovation is moving forward at a fast pace, so there would need to be assurance that new innovative products wouldn't be quickly superseded.

Stakeholders were broadly of the view that SSEN should encourage a collaborative approach to customer connections and connections-driven reinforcement, with most favouring a charging mechanism equivalent to a tax (with the larger users paying a higher percentage) as the best way to do this. It was added that increased engagement at an earlier stage with local authorities and those responsible for delivering new homes would be welcomed as a way of ensuring that investment in the network is well planned and at an appropriate level.

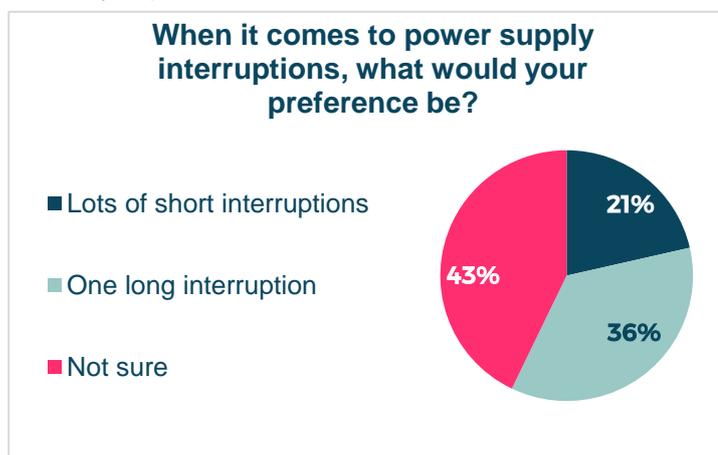
There was a good deal of support for SSEN working to change the legislation in the Electricity Act, which states that connection charges will always be based on the 'minimum scheme'. Many saw this as prohibitive to the delivery of new homes and infrastructure such as EV charging points and felt that government policy would need to change if local authorities are to have a chance of meeting their housing targets.

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?

- “Maybe more frequent little ones would be better, but they do cause havoc with household appliances.” Local authority representative

- “A longer one would be better. Get it over and done with.” Infrastructure / engineering representative

- “Personally, little and often. Three minutes. That’s not going to affect you that much.” Energy / utility company



- “Shorter ones are better. On the basis that for a few minutes you can do something else, from a work or productivity point of view. So much now is done around computers, having a long period of time stops you being productive.” Infrastructure / engineering representative

- “It depends what you call short and long. Four hours with a freezer off would make a difference, and what about if you’ve got tropical fish?” Business representative

- “It’s more about notification. People can deal with things if they are aware.” Business representative

- “For large manufacturers, you could end up with problems for a production line. The shortest outages for them can have a huge impact.” Local authority representative

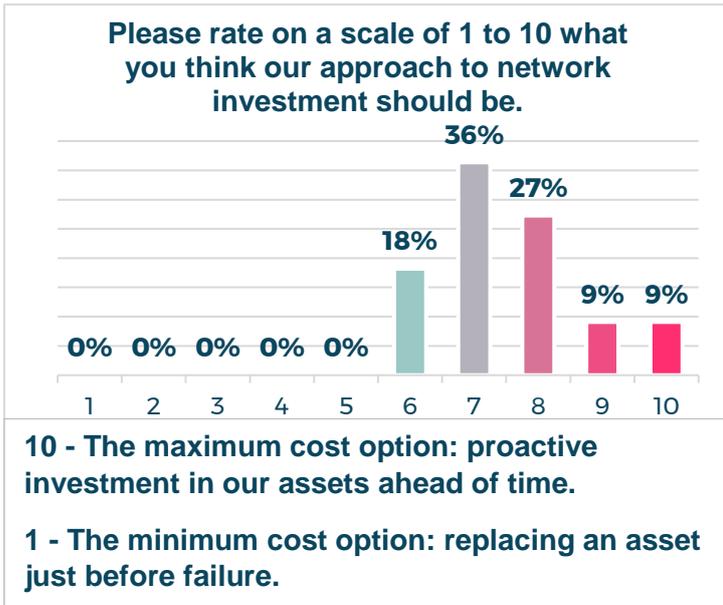
- “I’d prefer one every now and again. Every time there’s a power cut, I have to reset the oven and the radio and the windows in my conservatory, because the settings all get reset. It’s not terribly disruptive, but it’s a nuisance.” Parish / community council representative

- “I wouldn’t consider three minutes a power cut; ours are hours.” Parish / community council representative

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

- “I prefer a proactive approach every time, even though it may cost more.” Local authority representative

- “If you are repairing a road continuously, it will cost a lot of money. It will deplete the fund. If you are constantly getting an outage for a broken cable, at some point you will have to replace the cable.” Local authority representative

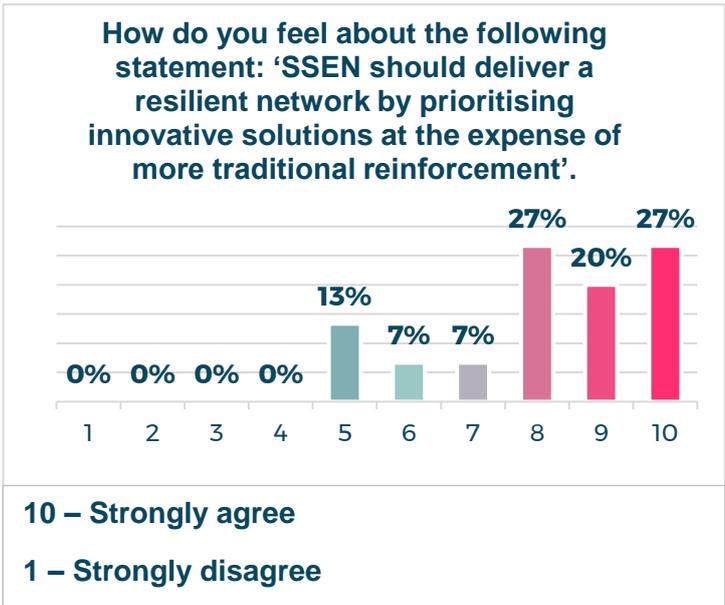


- “The problem is that developers will go for the cheaper reactive option, even though the proactive option is on the table. By all means future-proof it, but not at the developers’ expense.” Business representative

- “There’s a lot of new technology coming in that might allow the existing infrastructure to work for longer. From our point of view,

we would rather not see a lot of money spent upfront that could be useful somewhere else. Innovation is so vibrant at the moment that there might be new things coming up that are even better.” Infrastructure / engineering representative

- “All the villages nearby have a settlement policy where they have to build ten houses in the next few years. This will cause disruption because the network is at capacity already. Why don’t SSEN combine adding extra capacity with replacing older stuff? If those programmes could be linked, that would be great. SSEN might as well do it in a single hit.” Parish / community council representative



- “When people build new houses, councils have a 5–10 year plan, the council asks for sites and is given permission. So SSEN should ask the councils what is going to happen in the next 5–10 years, because that would be sensible.” Parish / community council representative

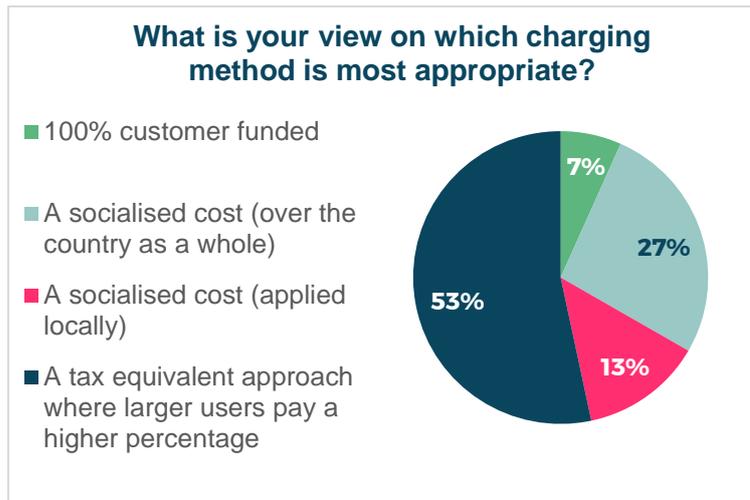
3. Do you agree that the industry should work to change the charging mechanism for customer connections and connections-driven reinforcement in a way that will encourage a more collaborative approach to network investment?

- “In France, if an area is developed for housing, the initial power is put in by local government and everything is in place in terms of utilities before people move in. I can’t see why this can’t be done here. Maybe some joined-up thinking is required?” Local authority representative
- “The problem is that the additional houses that you intend to cater for may never be built after you have spent all of that money.” Business representative
- “It needs a collaborative approach, really. We are hopefully going to sign off plans for many, many homes over the next few years, and they are roughly going to model what the consumption is going to be. You guys have some idea, but we don’t get that kind of collaboration with any of the other utilities.” Local authority representative

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

- “The problem with a socialised approach is the customer may end up paying it down the line when they have nothing to do with it any more.” Local authority representative
- “Water suppliers can put a large piping system in place and then claw back the costs from future developers further down the line. Maybe look to the water industry?” Business representative
- “If you have competition within the network, like with the railway system, you have a race to the bottom in terms of costs and no future-proofing of the network.” Local authority representative
- “If it’s to do with property, it makes sense that there’s a charge on the property for that, but it could be that there’s a development site that is miles away from the distribution site, so who then pays for that?” Local authority representative
- “East Hants already knows what the housing allocation is for the next ten years, so funds for utilities there should be ring-fenced.” Parish / community council representative

- “We have a town councillor who points out that in Germany you put the infrastructure in before you start the houses. They build on a nice clean space. Here, how come we do the opposite? We need a complete change of mindset.” Parish / community council representative

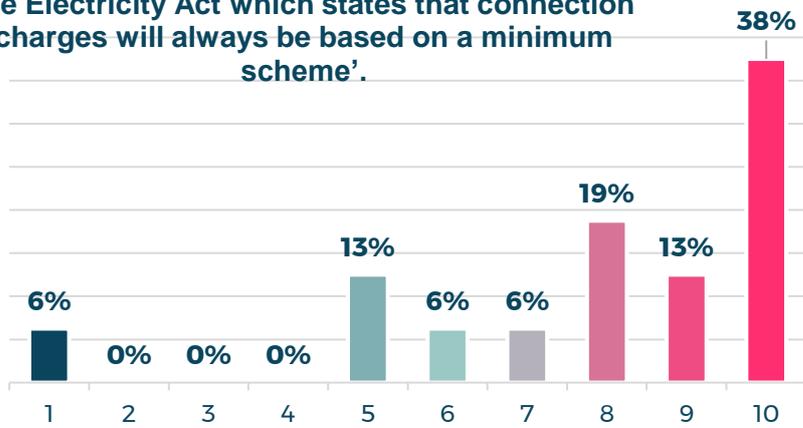


- “Why can’t the developer pay? They are making huge profits on their land.” Parish / community council representative
- “You’re talking in terms of only six months. As soon as a developer gets permission [for housing], they should pay up.” Parish / community council representative
- “A fair chunk of the bill is environmental and green policies. I’d be very happy to see that spent on network resilience rather than green initiatives.” Parish / community council representative

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

- “The Electricity Act is a hindrance to progress at the moment.” Local authority representative
- “As long as it’s clear that it’s for future-proofing the network because, if not, the lobby on the other side will claim that you’re lining your pockets.” Local authority representative
- “In the future, we’ll have EVs. I think it’s daft that there is legislation preventing future-proofing. It’s the logical thing to do.” Consumer interest body
- “Things will change anyway because of the government’s drive to build houses, which will have its own knock-on effects in terms of putting infrastructure in place to power them. If you have certainty about where developments are going to be, SSEN will have certainty about what supplies an area will need. Councils need to map things out as a whole. That means that SSEN can put in place a cable and know it will be used, rather than a cable that will potentially be used. That will help with asset management as you will know what infrastructure will need to be in place.” Local authority representative

How do you feel about the following statement:
‘SSEN should work to change the legislation in the Electricity Act which states that connection charges will always be based on a minimum scheme’.



10 – Strongly agree

1 – Strongly disagree

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

Summary

Only half of those people who attended the workshop had heard of the term 'DSO'. An even smaller proportion (14%) had heard of S-CMZs. This is unsurprising, given that it is a new concept and that a large proportion of stakeholders at the event represented local government, as opposed to coming from a more technical background.

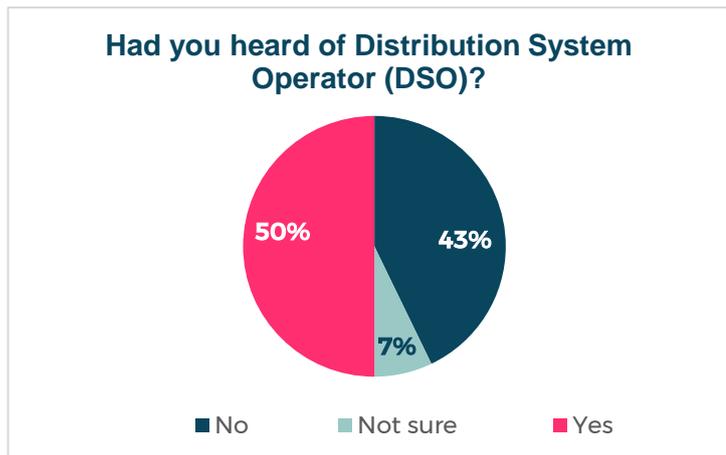
Stakeholders were broadly in agreement with the proposed benefits of S-CMZs and there was a good deal of support for SSEN investing 'beyond the meter' in initiatives like this in order to reduce energy consumption and assist people living in fuel poverty. However, they pointed to a number of challenges. Lack of awareness and a general lack of interest on the part of communities were seen as big obstacles. It was felt that more leadership both from central government and at a community level was the best way to address this. In addition, the general feeling was that communities would be unlikely to change their behaviours to take advantage of S-CMZs unless they could see a direct benefit to them. Financial incentives for communities were widely supported.

There was no clear answer on whether or not stakeholders thought that their own communities would be interested in participating in an S-CMZ. It was felt that SSEN should do more to publicise the concept and that the best way to achieve this was by using existing networks, including local authorities, parish councils, and housing associations that own large amounts of housing stock and are therefore suited to the adoption of renewables and the rollout of initiatives to reduce demand. Stakeholders commented that being part of an S-CMZ could actually make certain areas more attractive for house buyers, which may encourage greater take-up. However, it was countered that since many councils are already overworked at a community level, this initiative should not add to local authorities' workloads.

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

- "I didn't know anything about this before. It's interesting, I'm trying to get my head round it. We are doing a neighbourhood plan, so it's something that I'm interested in getting more detail on and learning more about." Parish / community council representative

- “While I was listening to the presentation, it dawned on me that this is quite a radical change. Is there scope for more competitors coming in and taking over some of your responsibilities, and maybe some mergers between other distribution companies?” Parish / community council representative



- “It would be great if you could lease a bit of land to people for them to put on solar panels for those people who can’t have their own.” Parish / community council representative
- “If you want to turn your land into solar panels, there’s more people opposed than in favour, that’s hypocritical for me. Farmers grow energy crops, rape etc., and solar fields are an energy crop.” 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?

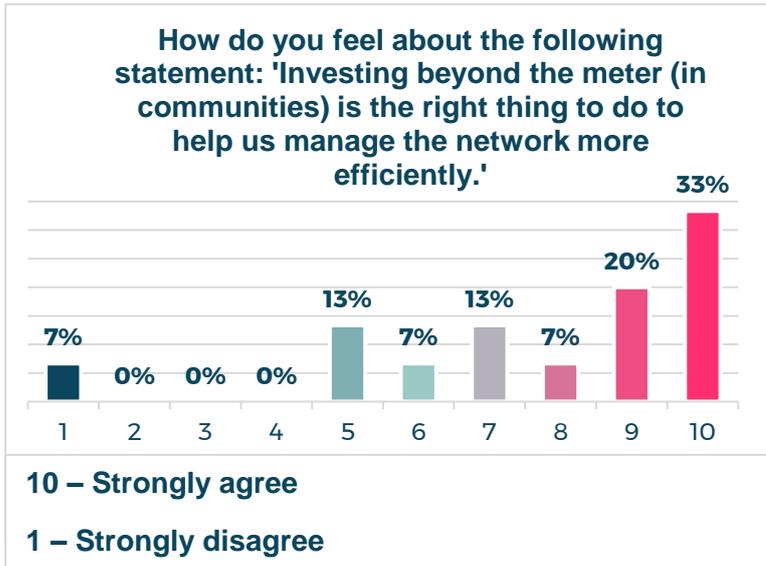
- “You will get a buy-in from people who want things to be cleaner and greener, even if there are no other financial benefits.” Parish / community council representative
- “In my parish, we have a green arm, which is being done by a planning company.



This does not involve the community at all. The way that financing works at the moment cuts out local residents.” Local authority representative

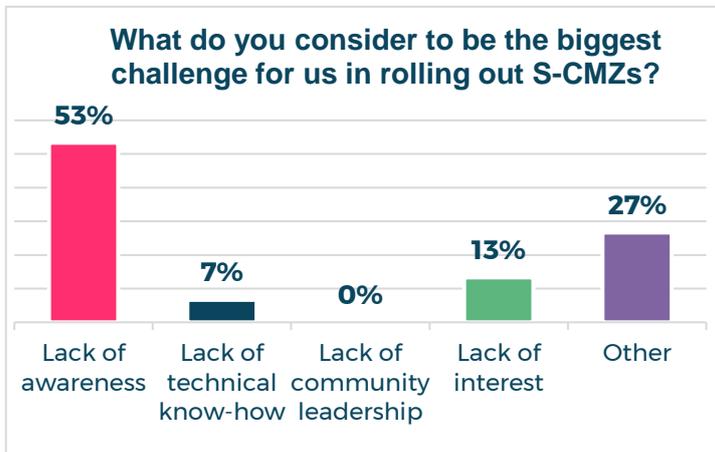
- “Are there any environmental benefits to it? That’s something people are very concerned about right now. It would be a good selling point.” Parish / community council representative
- “How does it benefit the community? The only benefit is the farmer getting a bit of rent for using his field.” Infrastructure / engineering representative

- “I don’t know about the community, but I would be interested.” Parish / community council representative
- “At whatever level you find it, fuel poverty will always be an important thing to resolve. Even if you have low-key schemes to try to combat it, there will always be uptake. You’re pushing at an open door with trying to get local authorities on board with working to eradicate this.” Local authority representative
- “A lot of innovation is enabling the adoption of renewable generation. Because there is so much investment and publicity pushing the environmental benefit of everything for 2020 [due to government emissions targets], people are shouting about environmental issues but pushing what they do to the future.” Infrastructure / engineering 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?

- “There’s definitely a lack of awareness of things. I haven’t seen it on my council. Who are these tenders going to when you send them out?” Local authority representative



- “A problem is selfishness: people won’t be told when they can turn things on. They want to do what they want, when they want to. I don’t know how you solve that, it’s something that the parish council has to fight against all the time to get buy-in to anything.” Parish / community council representative

- “Use social media and various partners to spread the word. People would be interested. Not everyone, but there would be interest.” Local authority representative
- “The only thing that would change behaviours is incentives. The feed-in tariff did this.” Consumer interest body
- “There needs to be more of an offer for these initiatives. What can communities get out of being involved?” Infrastructure / engineering representative
- “Another challenge would be people not caring.” Infrastructure / engineering representative
- “If you complicate someone’s life, they’re going to check out.” Infrastructure / engineering representative
- “I was on the board of a project. Our part was helping communities understand the impact that the local distribution network will have on their lives, and it seemed to work quite well.” Local authority representative
- “Everything falls back to capital. So, a financial incentive may be a solution.” Local authority representative
- “Having an incentive or target and saying, if you as a community reduce your heat consumption, it will save £1,000 a year and this can be used to fund a new community hall or something. So, at the moment there’s a disconnect between the financial incentive, and then it becomes a more social or moral influence for people as they want to help get something for the whole community.” Local authority representative
- “It’s got to be part of a national energy strategy, with the government promoting it wholesale. It’s got to be given that priority.” Consumer interest body

- “People saw an immediate gain when Economy 7 came out and there was a huge amount of TV advertising to support this.” Consumer interest body
- “Community leadership is needed. We try at the council, but you can take a horse to water...” Parish / community council representative
- “New housing should be built so they aren’t drawing on the grid except in exceptional circumstances; it should have battery storage situations.” Parish / community council 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:

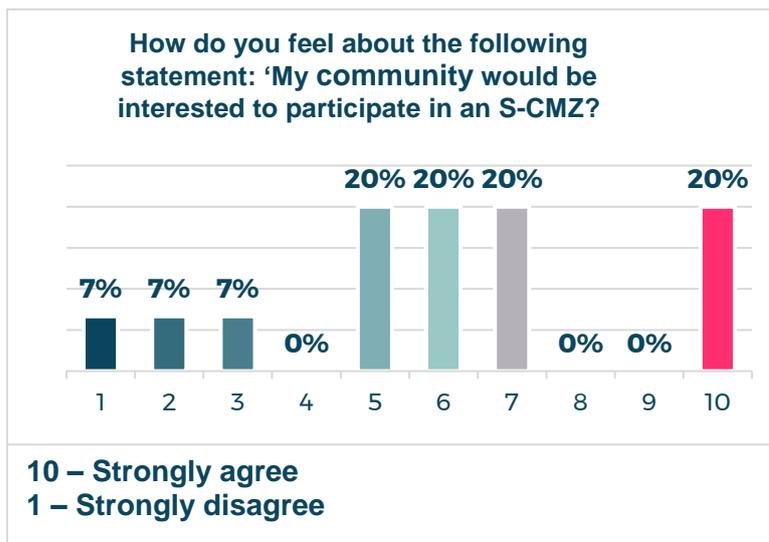
Social CMZs Challenges and Solutions



Challenge	Solution
Lack of awareness	<i>Social media TV advertising Financing incentives</i>
Lack of technical know-how	<i>Focus on innovation and 'bigger picture' Produce an 'idiots' guide' for technical topics</i>
Lack of community leadership	<i>A tailored approach may be required across different council areas</i>
Lack of interest	<i>Social media, primarily focused on what S-CMZs can 'offer' Highlight the potential environmental benefits</i>
<i>Lack of general understanding</i>	<i>Have a direct plan for public education and engagement distributed through local third parties</i>

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

- “We have communities looking to reduce carbon emissions. It’s a low-key initiative. If communities do that, they’re already on the way. They can’t change their power network, but they’re moving to empower themselves.” Local authority representative
- “This could also make areas more attractive long-term and inspire people to move to these areas.” Local authority representative



- “We’ve got 3,000 homes in our parish area, and just over half of our parish is in the South Downs National Park, and there are so many restrictions on what can be done in a national park. There’s practically no building allowed, so that’s a constraint we face. It’s obviously not something I

could dismiss now because it needs to be given careful consideration. It’s an interesting thing.” Parish / community council representative

- “We are way down the hierarchy, and so neither we nor other parish councillors were aware of any of this or of the long-term strategy. Over the past couple of years, we have had a couple of applications for a solar farm which came and went. So, all we see are a few disparate planning applications coming in. They don’t give us any overall picture, and environment is a key thing because one thing we are aware of is planning applications for fracking.” Parish / community council representative
- “We’ve got enough problems already without trying to push this through.” Parish / community council representative
- “I would mention to the head of the council and let her do it.” Local authority representative
- “Funnily enough, we are working with another DNO on exactly those areas, including selfishness. If people save a fiver a month and they have to have a bath at another time, that doesn’t seem good enough to them. The answer is in automating it, so that they don’t have to think about it – take away the decision making.” Energy / utility company
- “When they designed council housing, they didn’t expect everyone to have a car; they often don’t have enough parking, let alone charging points.” Parish / community council representative
- “Another solution we’ve heard of – it’s not the same in rural areas – but in urban areas businesses open during the day while people aren’t at home. These businesses store energy, so people can use it when they get home, working together.” Energy / utility company

5. How could we spread awareness?

- “SSEN could work through local councils; it’s the only way to influence planning conditions.” Local authority representative
- “You should work with housing associations on their contractual agreements with renters about energy usage; it’s much harder with owners.” Parish / community council representative
- “Facilitate a parish-wide generation strategy.” Parish / community council representative

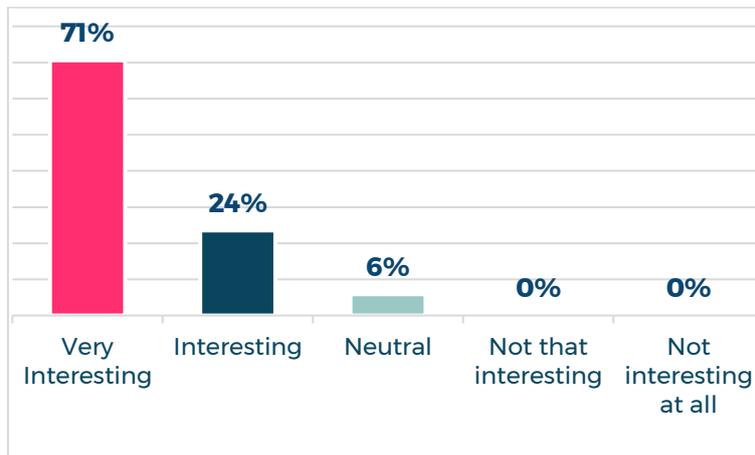
6. How can we ensure that everyone benefits from this, not just more engaged communities?

- “There’s a certain amount of selfishness when it comes to electric vehicle users. Some want free parking in car parks with electrical vehicle charging points. One person wanted an electrical charging point on the street just for him but was told that it was a public space.” Local authority representative
- “We should tailor different benefits to different communities, such as electrical charging points, but we need to get them on board. You need to change perceptions through your approach. People need to be able to buy into it and create joint ventures.” Local authority representative
- “Education is key. Rather than advertising, you should educate people.” Parish / community council representative

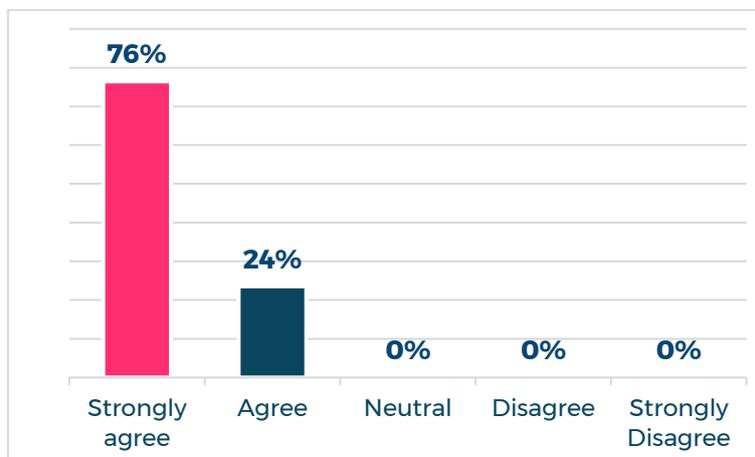
WORKSHOP FEEDBACK

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?



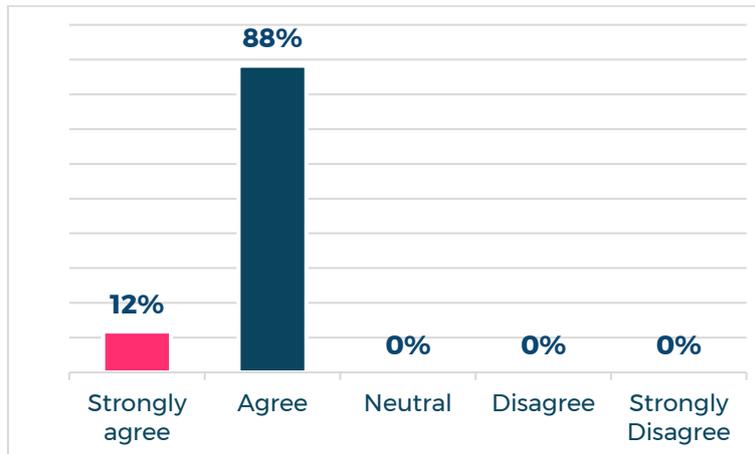
Q2: DID YOU FEEL THAT YOU HAD THE OPPORTUNITY TO MAKE YOUR POINTS AND ASK QUESTIONS?



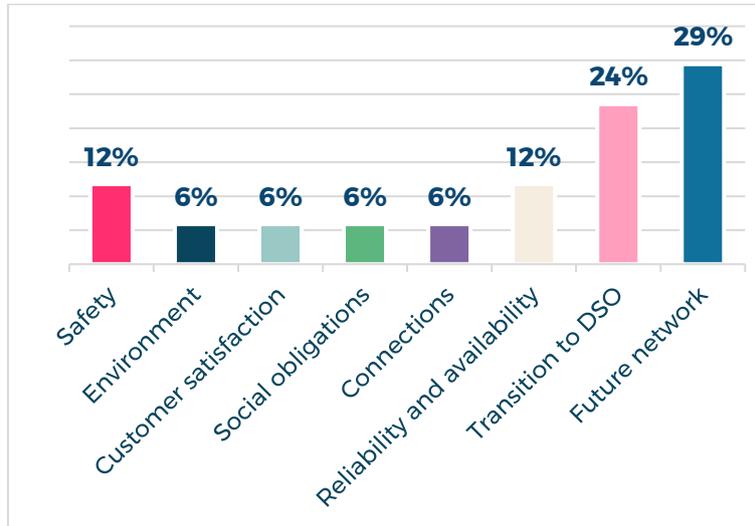
Comments:

- "Well-facilitated."

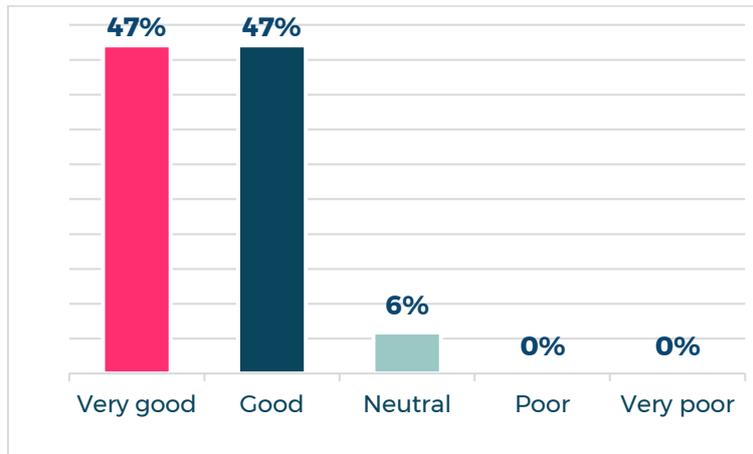
Q3: DID WE COVER THE RIGHT TOPICS FOR YOU ON THE DAY?



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



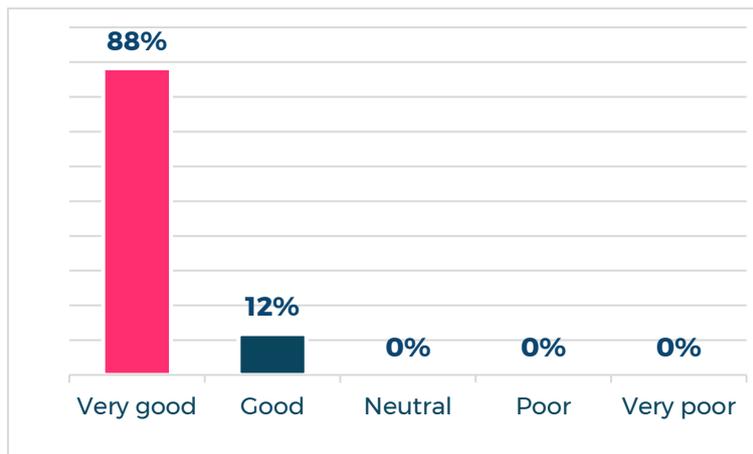
Q5: WHAT DID YOU THINK OF THE VENUE?



Comments:

- “Good transport links.”

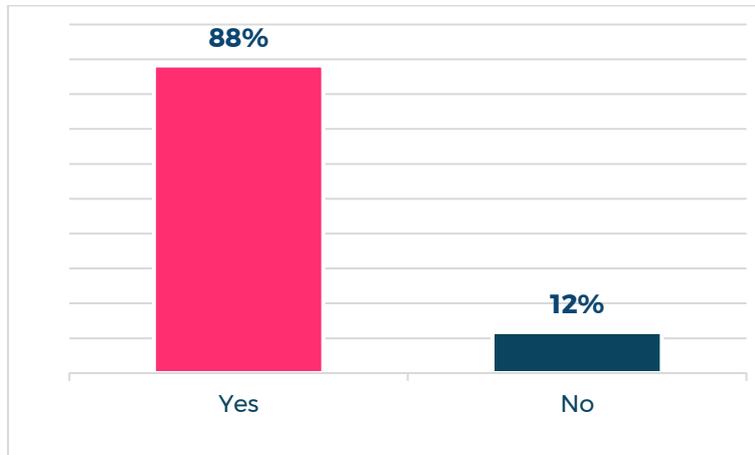
Q6: WHAT DID YOU THINK OF THE WAY THE WORKSHOP WAS CHAIRED BY YOUR FACILITATOR?



Q7: ANY OTHER COMMENTS?

- “A useful session.”
- “Interesting workshop. Good to have senior SSEN staff on our table plus a variety of other stakeholders.”
- “Use of tablets [was] effective.”

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





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The Dock, Wapping Lane, London E1W 2SF

T: 020 3948 5135