SSEN DISTRIBUTION
STAKEHOLDER WORKSHOPS
FORRES
SEPTEMBER 2019
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INTRODUCTION

On 4 September 2019, SSEN hosted the second in a series of six workshops aimed at gathering feedback from its stakeholders on the following topics: stakeholders’ expectations of the local network; shaping the future of SSEN and the next price control, RIIO-ED2 (2023–2028); supporting consumers in vulnerable situations; and operating in a sustainable world.

The workshop took place at the Horizon Scotland in Forres. 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.

Click here for a link to the stakeholder engagement publications page of our website. Here, you can find a link to the slides presented at each workshop. NB. The percentages in the graphs have been rounded to one decimal place, and therefore may not add up to exactly 100%.
EXECUTIVE SUMMARY

INTRODUCTION

Colin Pirie, Head of Region – Highlands and Islands, welcomed stakeholders to the workshop, giving an overview of the distribution network in the region and outlining SSEN’s approach to stakeholder engagement. After the presentation, stakeholders were invited to give feedback on their expectations of the local network and inform the company of any growth or energy plans in their area.

- Just under two thirds of attendees (62%) saw connecting renewables as the most pressing issue for the local electricity network, with stakeholders wanting to see greater prioritisation of sustainable connections over those from carbon emitting sources.
- Delegates expected their local network to be open and communicative, with clearly defined pathways and milestones for communities and individuals, enabling participation in the shift to renewable generation.
- Stakeholders cited future business and population growth in their region, and were concerned as to whether the grid was capable of providing the necessary capacity and resilience to cope with the increased demand.

SHAPING OUR FUTURE AND THE NEXT PRICE CONTROL – RIIO-ED2 (2023–2028)

Shirley Robertson, RIIO ED2 Programme Manager, presented the second session of the day, which outlined the next price control, RIIO-ED2. Shirley touched upon the new stakeholder priorities that were emerging for this price control, explaining that SSEN were interested in exploring the three facets of the energy trilemma that stakeholders would most like the company to prioritise.

- Two aspects of the energy trilemma – sustainability and reliability – were rated as ‘hugely important’ by stakeholders, with ‘reliability’ named as the top priority named
by stakeholders during the electronic voting.

- The most popular method for engaging with SSEN during the RIIO-ED2 business plan process was stakeholder workshops, with 58% of attendees supporting this option.
- Stakeholders in Forres placed a clear emphasis on collaboration and localisation, and this was reflected in their suggested additional priority areas.

SUPPORTING CONSUMERS IN VULNERABLE SITUATIONS

Simon O’Loughlin, Stakeholder Engagement Manager, gave a presentation on the company’s approach to consumer vulnerability, which centres around four core themes: PSR provision and promotion; expanding activities around fuel poverty and energy efficiency; widening partnerships and collaboration; and ensuring that services are inclusive and accessible.

- An even split of attendees (39%) had either heard or not heard of the PSR.
- Stakeholders felt that the most important Ofgem themes were theme 1 (improving identification of vulnerability and smart use of data) and theme 2 (working with partners to tackle issues that cut across multiple sectors). Partnership was seen as crucial in achieving necessary improvements to customer service for vulnerable groups.
- Many felt that helping those in fuel poverty required an educational target around energy efficiency, with the added benefit that this would also contribute to a sustainability target.

OPERATING IN A SUSTAINABLE WORLD

Lisa Doogan, Head of Customer Service and Stakeholder Strategy, and Bethan May-Freire, Group Sustainability Reporting Manager, explained that businesses were operating against a backdrop of a climate emergency, a poverty crisis and a lack of trust towards large organisations. They explained that the United Nations Sustainable Development Goals can be
used by businesses as a framework to manage environmental, social and governance issues, asking stakeholders which of the 17 goals are most relevant to SSEN's work and what actions the company can take to meet them.

- Stakeholders were extremely clear that the environment had to be a key focus for SSEN, with ‘Affordable and Clean Energy’ voted the sustainable development goal that SSEN should focus most on and ‘Climate Action’ and ‘Responsible Consumption and Production’ also appearing in the top five goals.
- Delegates suggested a wide range of approaches that SSEN could take to achieve the goals, including making them an inviolable part of their business plan, learning from other countries, lobbying government for mandatory sustainable planning developments and a total ban on fossil fuel generation.
- 95% of attendees agreed or strongly agreed that SSEN should take a leading role in achieving Net Zero.
WRITTEN FEEDBACK

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

- 100% of attendees who filled out a feedback form told us that they found the workshop either ‘very interesting’ or ‘interesting’.
- 76% of stakeholders strongly agreed that they had had an opportunity to make points and ask questions, while 24% agreed.
- 90% ‘agreed’ or ‘strongly agreed’ that the right topics were discussed on the day.
- 81% thought EQ Communications’ facilitation was ‘very good’, with all other stakeholders, 19%, opting for ‘good’.
- 86% of stakeholders wished to receive the post-event report and would be interested in attending similar events in the future.
ATTENDEES

A total of 24 stakeholders attended the workshop, representing 18 companies. The companies represented on the day are shown below:

Aberdeenshire Council  
AES  
Black Isle Cares  
Blythswood Care  
British Red Cross  
East and Central Sutherland CAB  
Forestry and Land Scotland  
Galbraith  
GAP Hire Solutions  
Highland Council  
Highlands and Islands Enterprise  
Inverness Chamber of Commerce  
Kirkwood Homes  
Langstane Housing Association  
Moray Council  
Police Scotland  
Scottish Fire and Rescue Service  
Scottish Natural Heritage

What type of stakeholder are you?

- Local authority officer / elected representative: 28.6%
- Energy / utility company: 19.1%
- Charity / non-profit organisation: 19.1%
- Other: 19.1%
- Business customer (or representative): 4.8%
- Environmental representative: 4.8%
- Housing / development: 4.8%
- Domestic customer / consumer interest body: 0.0%
- Developer / connections representative: 0.0%
- Parish / town / community councillor: 0.0%
WORKSHOP ONE: INTRODUCTION

Summary

Local authorities were the most well-represented stakeholder group at the Forres workshop, with just over a quarter of attendees (28%) representing this stakeholder type. Delegates from the energy and utilities sectors and from charities were also well-represented, with 19% of stakeholders, respectively. Across the board, there was a strong interest in connecting renewables, with 62% of stakeholders identifying this as the most pressing issue for their local network.

Stakeholders arrived in Forres keen to talk, network, and find out more about SSEN’s plans for the future. For some delegates, particularly from local authorities and charities, the primary concern was SSEN’s evolving approach to supporting vulnerable customers, particularly in hard to reach, remote areas that are susceptible to network resilience issues, while for others the focus was on fuel poverty, and the very real areas of deprivation in northern Scotland. Other stakeholders expressed an interest in the environmental impacts of the distribution network and the work being done to support more renewables connecting to the grid. For housing developers, the key issues were cost and timescales around building new substations to power new developments, and the pressing need to speed up the connections process in the future. Delegates from the business sector wanted to know how SSEN was working to better interact with community energy groups, which, it was reasoned, could contribute to sustainability, growth, and a balanced network.

Delegates in Forres expect their local network to be communicative, and transparent: they want community energy groups and partnerships to know exactly how they could contribute and connect to the grid, and what they could expect to gain. Business leaders cited that with the right information, local generators could confidently contribute to paradigm shifts in energy consumption, such as the roll-out of EV chargers. Other stakeholders expected the
local network to be much more proactive in meeting zero-carbon targets and in tackling sustainability. Again, communication of plans was seen to be key, particularly in terms of tree cutting, the move from gas to air-source boilers, electric vehicles, and micro-grids.

Stakeholders discussed growth and energy plans in their region. The primary source of growth was felt to be in EV charging installation, with many local authorities concerned that they were already behind their targets. Other local authority delegates were anticipating substantial population growth in the next few years, and confirmed that their local plans reflected this, with more houses and large business developments needing to connect to the network. With both EVs and housing, the overarching concerns were therefore connected to capacity, constraint and flexibility.

1. What is your role and why have you attended today’s workshop?

- “I’m an energy engineer. I want to network, and I work with EV infrastructure roll-out across the Highlands.” Local authority
- “I prepare the council to be able to respond to a wide range of emergencies, particularly work with partners. We have good communication with SSEN. We also promote community resilience with community groups and councils and have a strong working partnership with SSEN in this regard.” Local authority
- “I’m responsible for applying for service applications to do with infrastructure. We’re interested in learning more about the increased costs affecting developers, as well as substations. I want to learn more about the seemingly long timescales for moving through with substations.” Housing representative
- “I work with SSEN Transmission on major projects on a daily basis, less so with distribution. Our focus is advising on project environmental impacts, such as protected species and visual landscape impacts. I’m interested to see where the interaction is with Distribution in terms of planning.” Environmental group
• “I’m from a small charity on the Black Isle. We look after the personal care of elderly people, so SSEN’s vulnerable customer initiatives are important to us.” Charity representative
• “I work with a charity that works a great deal with food banks. SSEN has provided us with a great deal of support in relation to these vulnerable customers.” Charity representative
• “I’m from a company which works with solar energy storage, so it’s important for us to engage with SSEN. We regularly attend these events to find out what developments are taking place at SSEN.” Developer / connections representative
• “We manufacture and supply panels to customers. We work with SSEN all the time. There will be changes coming up, so it’s interesting to see what’s going on.” Developer / connections representative
• “I work for a community and economic development agency; I’ve done a lot of work on community energy projects. I’m interested in how communities can interact with SSEN, and I’m particularly interested in vulnerable customers and off-grid communities.” Business representative

2. What are your expectations of your local network?

• “It’s understanding what opportunities there are for communities. In Skye, for example, people could be paid for providing grid services. It’s understanding how communities can be part of it and how they apply. We work with a range of stakeholders and communities; some have renewable generation that is quite heavily curtailed. For some, they start to develop a project and then they find curtailment means it’s a non-starter. For others, it affects the long-term viability of the project. It’s just recognising that there are ambitious community projects with exciting ideas about things like EVs, and they’re happy to be involved in the paradigm shift. It’s about making sure that lines of communication are open.” Business representative
• “I’d like to see open, clear and concise plans about how SSEN is going to achieve certain goals. It feels like the distribution networks were taken aback by the Scottish Government’s plans for EVs. It seems like they’ve been forced upon the network.” Developer / connections representative

• “There were some plans that came out from the Government yesterday about electric planes and I hadn’t heard about them before. Again, I want to see whether SSEN can achieve them.” Developer / connections representative

• “With new housing developments, we’re moving towards air boilers and away from gas boilers. I want to see how the network will keep up with increased demands that come with electrical boilers.” Housing representative

• “My interest isn’t so much in capacity, but more directly on operational interactions, so the practical aspects of infrastructure on our land. And particularly interacting with trees, there’s been a tree-cutting programme, which directly impacts us. Moving forward, our interest is to help understand your programme, but also the messages regarding tree loss, as we’re still debating that. Up until now, we’ve facilitated network development and have accepted tree loss, but times are changing. There’s a move towards greening the network. I would want more consultation, and a recognition that there will be a sea change.” Environmental group

• “Just from a transport perspective, especially with the Scottish Government’s plan to decrease fuel vehicles, I’m interested to hear what forward planning is taking place, including local power generation, storage, and so on.” Local authority

• “From a Highlands point of view, we want to meet our sustainability targets. Is there the possibility of looking at the options for co-location, and what are our flexible solutions with power?” Local authority representative

• “We have a solid relationship with SSEN but need to understand what the programme is going forward. A lot of transmission work is going on, and our expert is
snowed under with wind farm applications, as well as public enquiries. It would be great to know in advance your plans, and to know how the industry is responding to new planning requirements for EV charging.” Local authority representative

3. What local growth / energy plans are in place in your area that we should know about?

- “We’re in discussions with Transport Scotland, Tesla and SSEN about bringing chargers to the region. We’re a long way behind our targets to get 100 new chargers in per year, though, due to local and financial restraints. It’s a two-year target with a mix of slow and fast chargers.” Local authority
- “Obviously, then, you’ll just have the worry about everyone trying to start charging at peak times. Will there be capacity on the grid?” Infrastructure representative
- “In Aberdeenshire, we’re developing sites and going through area committees, so we’re working on a three-month timetable. So, over the next 10-20 years, those projects are starting to emerge.” Local authority
- “Our local plan is almost complete, but the expectation of population growth is high. And there’s the shift with Boeing coming in, huge numbers there, with building pressure from those housing areas.” Local authority
- “There will be a lot of new housing going up due to lack of existing capacity. In the first few years, there will be a rapid expansion.” Local authority representative
What do you think is the most pressing issue for the electricity network in your area?

- Connecting renewables: 61.9%
- The roll out of EV charging: 23.8%
- The growth in housing: 9.5%
- The growth in commercial development: 4.8%
WORKSHOP TWO: SHAPING OUR FUTURE AND THE NEXT PRICE CONTROL – RIIO-ED2 (2023–2028)

Summary

Following the presentation by Shirley Robertson, RIIO ED2 Programme Manager, stakeholders were asked to discuss which of the three facets of the energy trilemma SSEN should prioritise: affordability, sustainability or reliability. After this discussion, each table was asked to name the priorities that they felt were most important for SSEN. Stakeholders were then invited to rank their table’s priorities by placing five stickers against one or more of the priorities to reflect their importance. The results of the table exercises can be found below, along with verbatim comments from the discussions.

There was very little consensus as to which of the three facets of the energy trilemma SSEN should prioritise during RIIO-ED2, which spoke of the difficulty of compromise embedded in the exercise. During the electronic voting, environmental sustainability and reliability came out on top, with the majority of delegates marking them as ‘hugely important’, and scoring them 8.13 and 8.38 out of 10 respectively. Affordability came slightly lower on the scale, and was awarded 7.26 out of 10. The table discussions supported the wider split in terms of selecting the most important priority, with stakeholders putting forward strong arguments in favour of sustainability and reliability, while affordability was advocated slightly less frequently.

As witnessed in the electronic voting, reliability emerged as being very slightly higher on the agenda for stakeholders. This focus can perhaps be attributed to the more remote areas of Scotland that the delegates were representing, with the concomitant increase on the pressures of the network and its ability to be reliable. Many stakeholders were concerned that a greater focus on sustainability would compromise reliability, and others pointed out
the issues that vulnerable customers had during power outages and shortage of supply. Stakeholders representing businesses cited reliability as a major factor in encouraging greater growth and innovation in the region.

Others, however, argued that reliability had improved so much in recent times that SSEN could afford to focus and innovate on other priorities, and for many, this area was felt to be in sustainability. Delegates argued passionately for SSEN to be proactive in reaching the Government’s 2050 zero-carbon target, and others felt that while prices might go up in the short term, the longer-term goal of sustainability and localised energy production would ultimately contribute to lower costs and greater reliability.

Those that backed affordability as the most pressing facet of the trilemma pointed out that the electrification of heat and transport was likely to increase fuel prices, and were concerned that there were many customers who would simply not be able to participate in a new sustainable economy. Delegates from charities and local authorities pointed to the reality of the dilemmas they had witnessed in their own communities: those forced to choose between whether to ‘heat or eat’.

When each table was asked to submit and vote on their own priorities, ‘reliability’ was the most popular of the three trilemma elements, receiving 15 votes in total, with ‘sustainability’ coming in a close second, with 13 votes in total. However, given that this was a ‘blank sheet of paper’ exercise, by far the most popular priority nominated across the tables, with 23 votes, was ‘localisation’, where delegates advocated a decentralised approach to both generation and storage. Many pointed out that a concerted effort to supporting local energy strategies would help with decarbonisation, greater self-sufficiency, and therefore reliability, and could also ultimately boost economic growth and tackle affordability. Other areas that stakeholders felt SSEN should prioritise included partnership working, essential infrastructure, and fuel poverty.
In terms of engaging over the RIIO-ED2 business plan process, stakeholder workshops was the preferred method for most stakeholders (58%), with a further 21% favouring face-to-face meetings, demonstrating that delegates in Forres were keen to meet and talk in person to discuss the issues pertinent to them. Most stakeholders were in favour of six-monthly (46%) or annual (38%) engagement.

1. Which do you think is the most important of the three facets of the energy trilemma – (for SSEN to address) – and why?

During the session, stakeholders were asked to place a sticker on the energy trilemma, indicating which of the facets they considered most important for SSEN to address. The blue squares display the average position of these stickers on each of the 4 tables, while the green square displays the average position across all tables. This indicated a slight preference for sustainability and reliability over affordability, a view supported by the electronic voting after the session, where affordability received the lowest average score (7.3 / 10).
• “In the south, where the two stations went offline, that illustrates a point about reliability. That’s what concerns me – if you’re trying to be environment-oriented and innovative, you have to keep an eye on reliability.” Domestic customer representative

• “I went through the power cuts. You realise how much you depend on energy. It comes back to when you don’t have it, you realise how much you rely on it. It will be great to be zero carbon, but I think that reliability would suffer due to being carbon neutral.” Local authority

• “I would prioritise affordability and reliability. The bulk of customers get a reliable supply. There are rural areas where the network is less robust and there are issues in terms of maintaining these communities. A key factor for attracting people to these areas is knowing they can have the same standards of provision as in towns. Energy costs are significant in terms of budget.” Local authority
• “From an emergency planning perspective, my phone doesn’t start ringing for price or sustainability issues, but reliability is a key concern for my work. If the power is on, we’re happy. The other two are a concern for me as well, but that’s the key.” Charity representative

• “I think that reliability is the most important. In the big picture, if we’re moving from a mixture of electricity and gas to purely gas, we need massive investment to ensure that we have reliable supply.” Infrastructure representative

• “For our side, the reliability aspect is vital. We’re only here for reliability, mostly. We can, in a sense, understand where all other facts come in, but reliability is what causes our issues. I would like to also say a bit towards the environment. As for affordability, we don’t worry about that as much in isolation.” Charity representative

• “I am going to be fair to reliability. Because business needs a reliable energy source, so do the generators, and all that contributes to a better business environment, community, society, which in turn builds on the network. The market is built now, but it’s still the market that drives price. SSEN won’t be doing anything recklessly. The whole environmental challenge is larger than any one business.” Local authority representative

• “There is a potential conflict, and I can see where you’re coming from. But there is a trade-off. When you talk about reliability, in the north of Scotland, we’ve found a resolution for it. The network was due to go through an area with significant public funding, but also environmental restoration, which was negatively affected. So as an example of delivering a reliable network there, it came at an environmental cost.” Environmental group representative

• “I’m going to plug myself right into sustainability only. And the reason is these issues have a long-term effect. One of the slides spoke about decentralisation: in time, that could become more affordable, if we’re thinking longer-term.” Local authority
representative

- “Environmental sustainability is key, and I’d lean a little towards affordability. I say that because we are promoting a lot of renewable generation, which adds to the network. I am torn a little bit, because we have objectives of our own, but we also have other priorities to deliver on. And the two compete, hence future proofing.” Environmental group representative

- “When we moved from a city, we expected that there would be power cuts. The network is fairly reliable. All three elements are important but environmental sustainability is the biggest one for me.” Charity representative

- “Affordability may become more of an issue in future as different heating methods are pursued.” Environmental group

- “Regarding the electrification of heat, it has been very expensive but this is changing and we’re moving away from using gas to heat housing. We don’t want to be paying over the odds.” Housing representative

- “I’d look at affordability, as I work with a lot of people who are vulnerable and are genuinely choosing between heating and eating.” Charity representative

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How important is the following to you?
Average response (10 being ‘hugely important’)

- Environmental Sustainability: 8.13
- Reliability: 8.38
- Affordability: 7.26
2. What are the most important priorities for you (for SSEN) and why?

There then followed a ‘blank piece of paper’ exercise where each table was asked, unprompted, to name their own priorities and rank them in terms of importance. The collated results from this table exercise are shown below.

<table>
<thead>
<tr>
<th>PRIORITY</th>
<th>VOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Localisation</td>
<td>23</td>
</tr>
<tr>
<td>Reliability</td>
<td>15</td>
</tr>
<tr>
<td>Fuel Poverty</td>
<td>14</td>
</tr>
<tr>
<td>Sustainability</td>
<td>13</td>
</tr>
<tr>
<td>Partnership Working</td>
<td>11</td>
</tr>
<tr>
<td>Essential Infrastructure</td>
<td>10</td>
</tr>
<tr>
<td>Innovation</td>
<td>9</td>
</tr>
<tr>
<td>Safety</td>
<td>7</td>
</tr>
<tr>
<td>Facilitating Renewables</td>
<td>6</td>
</tr>
<tr>
<td>Electric Vehicles</td>
<td>4</td>
</tr>
<tr>
<td>Affordability</td>
<td>3</td>
</tr>
</tbody>
</table>

- “I think wherever possible, if it’s easier to facilitate the local energy economy, take a decentralised approach. It opens up the potential for setting up local heating networks, reducing fuel poverty, EV charging, etc. They can maybe attract big consumers to the areas, which will grow the economy. It’s about having a flexible approach and seeing what resource there is locally and capitalising on that.” Business representative
• “I agree. I know there is a lot of generation and microgeneration, which can enhance communities and allow them to become self-sufficient.” Domestic customer representative

• “When the feed-in tariff came to an end, the attitude of our customers changed. They didn’t want to feed back to the grid. They want to live almost off-grid and have that flexibility. Local generation would be great. It would meet the demand of an area. It’s about flexibility and recognising that a lot of people will be putting back energy onto the grid; you need to make sure that the network can accommodate that. Local generation could go to other people.” Developer / connections representative

• “If I may, the trend is more towards low-side generation and more instantaneous charging for EVs. SSEN should look into paying users for battery storage and therefore make power storage a more flexible and local concern.” Local authority

• “Reliability of the supply to customers and whether that also includes the speed of supply being restored following disruption.” Local authority

• “If there’s a huge switch from gas to electricity, is the infrastructure in the current network reliable enough? Does the network need reinforcing? Or could the storage be made more flexible? These are all ideas to explore.” Infrastructure representative

• “You need to get away from the commercial angle and think about the point of need. There needs to some way of being able to provide supplies at lower prices during emergency times.” Charity representative

• “Affordability and vulnerability are still key areas for us. The costs to customers will never go down and will keep going up and up. Vulnerable people need support.” Charity representative

• “One solution could be negotiating a price with the power generators. Housing associations and similar organisations could club together to negotiate a reduced
price when buying in bulk, which would benefit vulnerable people.” Infrastructure representative

- “My concern about these new affordable technologies is that they cost so much. Vulnerable people cannot afford them.” Infrastructure representative

- “Increased communication between all the parties would be great. Partnership working and stakeholder engagement gives you the opportunity to pool all of the ideas of local community members together.” Charity representative

- “There’s an opportunity, economically, to be had with our transition around climate change. It will create a new market, and if this is locally produced and distributed, it will remove network reliability, in fact. It will take time, and a bit of pain, but there ought to be benefits in the future.” Local authority representative

- “I’ve been speaking with developers wanting to build more storage in, which can help with reliability. And that’s somewhere where sustainability can help us with reliability. And innovation, too.” Local authority representative

- “I think we need to be sure that the correct innovation is taking place. Perhaps there’s been focus on the larger scale generation, but perhaps smaller scale, embedded generation has suffered as a result. Things could then become more local. You’re then going up to your affordability matter.” Local authority representative

- “EVs should definitely be a focus. We won’t get far if we don’t have the infrastructure to operate them.” Local authority
3. How would you like to be involved in the RIIO ED2 business plan process?

<table>
<thead>
<tr>
<th>How would you like to be involved in the RIIO ED2 business plan process?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stakeholder workshops</td>
</tr>
<tr>
<td>Face to face meetings</td>
</tr>
<tr>
<td>Public exhibitions</td>
</tr>
<tr>
<td>Online surveys</td>
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<tr>
<td>Online conference (webinars)</td>
</tr>
<tr>
<td>Written consultations</td>
</tr>
</tbody>
</table>

- “Workshops are good for reaching local communities.” Developer / connections representative
- “There are benefits from being able to speak to other people.” Business representative
- “I’d like to see more face-to-face engagement. It works really well.” Charity representative
- “These types of events are a better platform for developing deeper engagement partnerships.” Charity representative
- “By going to these workshops, you can canvas your organisation and represent all of their opinions there.” Charity representative
- “At these sorts of events, I can get the perspectives that I don’t often get at my office, as I’m mainly talking to my own department.” Local authority representative
4. How often would you like to be engaged in the RIIO ED2 business planning cycle?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>0.0%</td>
</tr>
<tr>
<td>Quarterly</td>
<td>16.7%</td>
</tr>
<tr>
<td>Six-monthly</td>
<td>45.8%</td>
</tr>
<tr>
<td>Annually</td>
<td>37.5%</td>
</tr>
<tr>
<td>Never</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

- “Annual workshops would be best.” Infrastructure representative
- “I would like to see feedback quite regularly.” Charity representative

5. Would you be interested in attending an online conference in the future?

*Would you be interested in attending an online conference in the future? (10 being 'definitely')*

<table>
<thead>
<tr>
<th>Interest Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>8.3%</td>
</tr>
<tr>
<td>9</td>
<td>4.2%</td>
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<tr>
<td>8</td>
<td>12.5%</td>
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<tr>
<td>7</td>
<td>4.2%</td>
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<tr>
<td>6</td>
<td>4.2%</td>
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<tr>
<td>5</td>
<td>29.2%</td>
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<tr>
<td>4</td>
<td>0.0%</td>
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<tr>
<td>3</td>
<td>16.7%</td>
</tr>
<tr>
<td>2</td>
<td>4.2%</td>
</tr>
<tr>
<td>1</td>
<td>16.7%</td>
</tr>
</tbody>
</table>

*Avg. 4.96 / 10*
• “I have to confess that I put emails about them in my junk mail. I don’t think that the interaction is anywhere near as good.” Charity representative
• “I had to travel three hours for this event, but am happy to do so, as these workshops are so useful. In comparison, online conferences are nowhere near as good.” Infrastructure representative
• “You start trusting people at these types of events and they help you to create a forum where you speak your mind.” Charity representative
• “If there was a podcast to increase engagement, I would listen to that.” Local authority
WORKSHOP THREE: SUPPORTING CONSUMERS IN VULNERABLE SITUATIONS

Summary

Simon O’Loughlin, Stakeholder Engagement Manager, gave a presentation outlining SSEN’s work to support consumers in vulnerable situations. He gave stakeholders an overview of the Priority Services Register (PSR), which allows the company to provide extra support to customers who need it, for example, in the event of a power cut. He explained that Ofgem have developed five themes as part of their consumer vulnerability strategy. During the table discussions, stakeholders were asked to suggest activities that SSEN could carry out under each of the five Ofgem themes.

When stakeholders were asked to rank the five Ofgem themes, theme 1 (improving identification of vulnerability and smart use of data) and theme 5 (working with partners to tackle issues that cut across multiple sectors) scored highly, garnering 77% and 76% respectively. When asked to vote for the Ofgem priority that they felt SSEN needed to do most work on to address, 50% chose theme 5 (working with partners to tackle issues that cut across multiple sectors), reflecting the emphasis on collaboration and partnership work across the Forres workshop as a whole. Although 39% of the delegates had heard of the PSR, a further 39% had not, leading many delegates working in the industry to express surprise that they had not encountered any information on it prior to the workshop.
Discussing Ofgem theme 1 (improving identification of vulnerability and smart use of data), stakeholders acknowledged the difficulties inherent in identifying vulnerability due to a range of issues, including GDPR and a general wariness from the general public about the idea of ‘sharing’ their information and being on a ‘register’. In this case, some felt a greater attention to use of language and phrasing might be helpful. Others urged partnering with local councils, the police and other social services working on the ground. Those representing charities expressed the importance of creating deeper referral networks, and advocated SSEN taking a leading role in joining forces across other organisations, utility companies and public bodies.

Delegates mooted several ideas for helping customers struggling with their bills, with a particular focus on education on energy efficiency. Others urged a grass-roots approach that starts with noticeboards in schools and housing blocks, while others suggested a more centralised strategy in partnering with the TV licencing body and energy suppliers to identify those who are unable to afford their bills.

25% of stakeholders felt that theme 3 (driving significant improvements in customer service for vulnerable groups) was particularly important for SSEN to address. Delegates felt that smart meters would help those unable to read their meters and therefore reliant on estimated readings. Others urged a focus on tackling language barriers that separate those in need of help from the relevant bodies that could provide assistance, suggesting that customer services should be provided in a number of different languages, and urged SSEN to target schools to identify the children of vulnerable adults.

The least important theme was considered to be theme 4 (encouraging positive and inclusive innovation), which scored 34%, and 0% when choosing only one priority. Improved communications was felt to be the most helpful way for SSEN to innovate, such as workshops and face-to-face meetings focused on information sharing and removing the stigma of vulnerability, as well as introducing more practical, easily accessible devices for vulnerable
customers to use in case of emergencies.

Theme 5 (working with partners to tackle issues that cut across multiple sectors) was seen as the most important area in which SSEN would need to do most work to address. Stakeholders wanted to see a joined-up signposting initiative, regular partnership meetings, and collaboration with charities, schools, housing associations, the NHS, local authorities and other utilities to better support vulnerable customers.

1. What can we do to support vulnerable customers now, and in the future, (under each of these categories)?

Improving identification of vulnerability and smart use of data

- “We’re warning people about cold calling. Maybe it should be done in conjunction with trusted partners. It needs to be people they can trust.” Domestic customer representative
- “For me, that’s reasonable for you to share my details, but people hear the word ‘share’ and it puts them off. How you phrase things can make a difference.” Domestic customer representative
- “I had never heard about the PSR, which I find astonishing. I know they’ve been putting it out, but I hadn’t heard anything.” Developer / connections representative
- “The police operate a vulnerable persons database for many reasons. I don’t know if they’re identifying fuel poverty issues or if there is a data sharing issue. If vulnerabilities are identified in a household and money is an issue, fuel will be a concern. I don’t know whether we have a mechanism for flagging this. The database is absolutely massive.” Charity representative
- “Almost in every scenario, we would consult the local authority who would refer social services.” Charity representative
• “I would suggest that you consider making greater use of smart data on vulnerable people.” Charity representative

• “Greater referral systems are most important when it comes to improving identification of vulnerability and smart use of data. SSEN needs to take steps to build a more in-depth referral structure which includes other organisations, utility companies and public bodies.” Charity representative

• “Village halls have been mentioned, but here we have Home Energy Scotland. It’s EU-funded: they focus on making our village a sustainable place, and have coffee mornings which advertise them. They let people know about insulation, fuel poverty, and so on. It becomes conversational.” Local authority representative

Supporting those struggling with their bills

• “SSEN should look into signposting websites where people can compare different tariffs. It could maybe help people to bring their prices down.” Charity representative

• “I think that providing advice on energy efficiency could be a good avenue.” Local authority

• We’ve been working with Ipsos MORI, and looking to profile those who might be helped by insulation and so on. The key issue we found was suspicion, and confusion about whose job it was to push for better insulation, energy saving matters and such. Citizens Advice are trusted, and they could deliver these better, as people are sceptical of scams and large companies.” Local authority representative

• “Could you not put posters in places where vulnerable people will be during the daytime, such as doctors’ surgeries and food banks? This would be a targeted information campaign.” Infrastructure representative

• “Could SSEN not piggyback on communications to people with free TV licences? The licensing body has the details of these people, who are getting contacted annually by this body.” Charity representative
• “SSEN should use the notice boards in communal housing blocks. A drip-feed approach across many bodies is needed.” Housing representative
• “Schools in this region are like community centres, so I would consider making use of the notice boards there.” Charity representative
• “SSEN needs to encourage suppliers to get those who are behind on their bills to talk to SSEN about the PSR.” Infrastructure representative

Driving significant improvements in customer service for vulnerable groups

• “Things like smart meters are important. Some vulnerable consumers have estimated bills because they can’t read their meter. I think it’s about helping people get their meters read. There are metering issues, particularly in Caithness.” Domestic customer representative
• “We have a great system in Moray: via weekly meetings, we can note incidents and anything that went wrong in order to address solutions.” Charity representative
• “SSEN should make its customer services available in different languages, especially as many people who are arriving in the UK do not speak English as their first language.” Infrastructure representative
• “GP surgeries, that’s a good idea. Target specific languages, via people in schools, and speak to families. We have a high number of eastern European families, and so you can target the adults through the children.” Local authority representative

Encouraging positive and inclusive innovation

• “Workshops like these. I would find it harder to hear over the phone, and phrases like ‘free installation’ would make me suspicious. Talking to people face-to-face at workshops, that gets through better.” Housing representative
• “I’d like to see more practical tools, such as hand warmers or wind-up torches.”
  Charity representative
• “Simple devices would be most appreciated here. However, it’s essential that SSEN makes them easily available.” Housing representative

Working with partners to tackle issues that cut across multiple sectors

• “It’s difficult because there are a lot of community things going on, and we’re not the only ones pushing the PSR. A lot of health visitors and other services are also doing it. It’s a different environment in rural areas compared to Inverness, where other people spread the word.” Domestic customer representative
• “Sometimes it’s easier for a trusted third party to get involved rather than having SSEN asking customers to join something. I’ve seen some resistance to that. People think you have an ulterior motive.” Domestic customer representative
• “Maybe hold meetings with local authorities and community councils to get the message out.” Local authority
• “SSEN could extend this signposting approach to the water industry too. There’s a lot of information out there.” Infrastructure representative
• “Could the NHS Highlands not be considered as an option for signposting?” Charity representative
• “Councils have a key responsibility, and so housing departments are a key place to start. They have their own standards, sure, but they have grants, and provide access to assistance and advice.” Local authority representative
2. Which of Ofgem’s themes is most important to you (for SSEN to address)?

Please identify the Ofgem theme that you think SSEN needs to do most work on to address

- "Identification is the most important for me, as people are still flying under the radar a bit. There may be people who are struggling to pay their bills, but are still managing. They will still need the services." Charity representative
- "Support and affordability are the most essential for me. It’s shocking that 40% of people are struggling with their bills." Charity representative
- "SSEN needs to build up more resilience partnerships, particularly with the NHS and social workers. Sharing information and referrals would make it far more effective in getting the results that you want." Infrastructure representative
3. Do you think that SSEN’s four priority areas are still fit for purpose?

How do you feel about the following statement? “SSEN’s four priority areas are still fit for purpose”

<table>
<thead>
<tr>
<th>Score</th>
<th>Response</th>
<th>%</th>
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<tbody>
<tr>
<td>5</td>
<td>Strongly agree</td>
<td>33.3%</td>
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<tr>
<td>4</td>
<td>Agree</td>
<td>61.9%</td>
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<td>3</td>
<td>Neutral</td>
<td>4.8%</td>
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<tr>
<td>2</td>
<td>Disagree</td>
<td>0.0%</td>
</tr>
<tr>
<td>1</td>
<td>Strongly disagree</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Avg. 4.29 / 5 (5 being ‘strongly agree’)

- “They’re still pretty much appropriate. If they weren’t priorities, we wouldn’t be talking about the them.” Charity representative

4. How can we best support and reach under-represented customers?

- “For the hard of hearing, there is the North East Sensory Services, which covers areas such as Aberdeen and Dundee. They have user groups.” Local authority
- “Medical professionals and hospitals. Is there a handover or transfer team for patients who have been discharged?” Developer / connections representative
- “Home Energy Scotland becomes involved with people who are discharged. There is a pathway for that. I think they do make sure that people are even temporarily on the PSR.” Domestic customer representative
- “Telecare are easy to get in touch with. You can check whether there’s awareness of energy-related issues. If I didn’t do the job I do, I wouldn’t know about the PSR even though I’m now on it.” Charity representative
• “Perhaps at the point of diagnosis, health professionals could give information on the PSR out. If not then hospitals could do this.” Charity representative

• “My wife is able to contact the doctor’s surgery about her mother who has dementia. This type of link needs to be expanded and potentially replicated through PSR referrals.” Charity representative

• “SSEN should talk to dentists a little more. Dentists talk to you about how your health is.” Infrastructure representative

• “The Northern Alliance, which is predominantly an educational alliance, has been working on new ways of identifying poverty. That’s something to keep an eye on: they’re developing a model that might find those that our records miss, and we can target them.” Local authority representative

• “Social care boards: they deal with hospital discharges, so they can find new vulnerable people. Get through to the board meetings.” Local authority representative

• “What suppliers can’t do is share personal data, without consent, but what they could share is regionalised data, i.e. geographical areas, to focus on. It’s not the individuals, but the areas, which you can then target through more awareness-raising campaigns.” Energy / utility representative

• “It’s cascading that knowledge into the people on the ground, and I think the cascading is the clear avenue to work, to disseminate this advice and awareness. The other one is access teams for adult social care. When the person implementing a care package sets it up, they speak to Citizens Advice, and so they’re a key sign-poster. They do the sign-offs, so people working in adult social care, these health professionals, are key.” Local authority representative
WORKSHOP FOUR: OPERATING IN A SUSTAINABLE WORLD

Summary

Lisa Doogan, Head of Customer Service and Stakeholder Engagement, and Bethan May-Freire, Group Sustainability Reporting Manager, introduced stakeholders to the United Nations Sustainable Development Goals (UN SDGs), a collection of 17 goals designed to achieve peace and prosperity. Stakeholders were asked to identify the top five goals that SSEN should focus on and outline the activities that SSEN should undertake to help achieve them. The results of this table activity can be found below, along with comments made by stakeholders during the discussion.

Stakeholders in Forres made it very clear that environmental issues were key to both them and their expectations of how SSEN should conduct their business in the future. During the electronic voting, ‘Affordable and Clean Energy’ emerged as the most popular SDG (21 votes), while ‘Responsible Consumption and Production’ and ‘Climate Action’ earned 17 and 16 votes respectively. Delegates called for leadership by best practice, citing the enormous influence SSEN could have on reaching our 2050 zero-carbon target.

Discussing concrete actions to ensure affordable and clean energy, it was felt that one of the best ways that SSEN could promote clean energy was by simplifying connection applications and prioritising and lowering the connection costs for renewables. Many stakeholders also wanted to see a firm commitment to reducing, and then stopping entirely, any generation on the network from fossil fuels. The idea of exponential growth at any cost was also challenged: delegates advocated a cultural change in the way we measure value, urging a move away from an economic measurement to a sustainable one. In Forres, it was pointed out that many in the Highlands had already moved a long way from seeing wind turbines as a blight on the landscape to feeling a sense of pride and ownership. It was felt that SSEN could be a leader in
changing the conversation around sustainability versus profit.

‘Responsible Consumption and Production’ emerged as the second most popular goal. Stakeholders felt that bold steps should be taken to electrify SSEN’s fleet and plants, and that a mandated ethical supply chain would rapidly introduce change across the board. Again, there was an emphasis on eradicating the use of fossil fuels, and working on strategies to enable carbon capture and creating more energy from waste plants.

‘Industry, Innovation and Infrastructure’ was also high on the sustainability agenda. Delegates felt that SSEN has a responsibility to proactively conduct research, connect with entrepreneurs and invest in technology and infrastructure that supports the integration of renewables onto the network, seen as vital given the trends in rising EV usage and the improvements to battery storage. Stakeholders also advocated reinforcement and the safeguarding of assets in the light of increasing climate volatility and the evolving needs of the grid.

Stakeholders felt that SSEN could have a real and meaningful impact on climate action. For the third time, the abolition of fossil fuels was advocated. Delegates saw that real change in this area would need to be both centralised and localised. Lobbying government to make changes to statutory planning regulations was suggested, alongside environmental and sustainable mandates that would enable the country to move to zero carbon by 2050. These might include shifting the language and intention around ‘least cost’ of connections to ‘most sustainable’. Thinking locally, there were suggestions for SSEN to take an educational role in talking to communities about how they could produce renewable energy as collectives, with financial incentives introduced as a means of encouraging uptake.

In keeping with the collaborative emphasis in the Forres workshop, stakeholders put forward a number of suggestions for partnerships that SSEN could enter into to achieve the goals. Delegates urged an international scope, with Scandinavian countries held up as examples of
best practice that SSEN could both learn from and work with to achieve their sustainable goals. Thinking closer to home, there were suggestions to work with environmental experts, as well as innovators, to better combine the two imperatives of sustainability and implementable technology. Sustainable procurement was urged, as well as partnering with councils, schools, community energy groups and landowners.

In the electronic vote, an overwhelming 95% of stakeholders agreed or strongly agreed that DNOs should take a leading role in achieving Net Zero. In the discussions, delegates urged SSEN to take a leading role in lobbying government for changes to planning regulations and funding or subsidies for sustainable development. Others saw that by adopting the SDGs as a non-negotiable part of their business plan, SSEN could make it a key way of securing more funding from Ofgem and encouraging other DNOs on the journey.
1. Which of these goals are relevant to a Distribution business and what activities / initiatives can SSEN practically do in this area to help meet the UN’s goals?

<table>
<thead>
<tr>
<th>SUSTAINABLE DEVELOPMENT GOAL</th>
<th>SUGGESTED ACTIVITIES</th>
</tr>
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<tbody>
<tr>
<td>Affordable and Clean Energy (21 votes)</td>
<td>• Abolish fossil fuels</td>
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<td></td>
<td>• Reduce wastage of electricity</td>
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<td></td>
<td>• Support local generation and microgeneration</td>
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<td></td>
<td>• Prioritise renewable connections: wind, solar, etc.</td>
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<tr>
<td></td>
<td>• Proactively invest in and research the capabilities of hydroelectric power</td>
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<td></td>
<td>• Be part of a cultural shift around the assumptions of economic growth: move from ‘affordability at any environmental cost’ to a sustainable, non-growth focused metric</td>
</tr>
<tr>
<td>Industry, Innovation and Infrastructure (15 votes)</td>
<td>• Incentivise energy storage</td>
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<tr>
<td></td>
<td>• Invest in microgeneration</td>
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<td></td>
<td>• Reinforce the network for more renewables</td>
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<tr>
<td></td>
<td>• Electrify your fleet and plant</td>
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<td></td>
<td>• Lead the way in electric airports</td>
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<tr>
<td></td>
<td>• Be proactive in R&amp;D and in implementing new technologies, such as battery storage</td>
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<tr>
<td></td>
<td>• Manage and maintain your assets</td>
</tr>
<tr>
<td><strong>Responsible Consumption and Production</strong></td>
<td><strong>Sustainable Cities and Communities</strong></td>
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<tr>
<td>-----------------------------------------</td>
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</tr>
<tr>
<td>(17 votes)</td>
<td>(9 votes)</td>
</tr>
<tr>
<td>• Electrify your fleet and plant</td>
<td>• Support community energy</td>
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<tr>
<td>• Ensure your supply chain is sustainable and ethical</td>
<td>• Manage the local impacts of transmission</td>
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<tr>
<td>• Reduce / reuse / recycle</td>
<td>• Take the lead on EV infrastructure</td>
</tr>
<tr>
<td>• Increase the capacity of energy from renewable sources</td>
<td>• Work with Network Rail to electrify the railways</td>
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<tr>
<td>• Eradicate the use of gas and coal</td>
<td>• Tackle local constraint</td>
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<tr>
<td>• Instigate a carbon capture programme</td>
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<tr>
<td>• Improve the consenting process on connections, asking: is the connection sustainable?</td>
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<tr>
<td>• Localise energy production and consumption</td>
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</tbody>
</table>
• Facilitate renewables, EVs, etc.
• Lobby government for changes to planning and environmental standards
• Eradicate the use of gas and coal
• Educate communities on sustainability and local generation
• Work with Network Rail to electrify the railways
• Produce transparent reporting on the environmental impact of projects
• Take into account the whole life impact of works
• Change the focus of ‘least cost’ on connections to ‘most sustainable’
• Implement total supply chain sustainability: if a business in the chain isn’t sustainable, they don’t get the work
• Implement community benefits for sustainable communities

• Sustainable procurement: only use suppliers who have same zero-carbon goals
• Engage with community partnerships, local councils, landowners, land users
• Extend living wage and fair tax mandate down your supply chain
• Invest in communities with sustainable agendas
• Work with environmental experts: what are their recommendations?
• Look internationally: what are countries with good environmental records doing that you can replicate?
<table>
<thead>
<tr>
<th>Goal</th>
<th>Suggestions</th>
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<tbody>
<tr>
<td><strong>Life on Land</strong> (5 votes)</td>
<td>• Manage trees and woodlands with an environmental, not an economic, mandate</td>
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<tr>
<td></td>
<td>• Work to protect wildlife</td>
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<tr>
<td></td>
<td>• Expand the undergrounding network</td>
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<td></td>
<td>• Take a leadership role: go beyond statutory requirements</td>
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<tr>
<td><strong>No Poverty</strong> (4 votes)</td>
<td>• Do more to help vulnerable and fuel poor customers</td>
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<td></td>
<td>• Take an advisory role in tackling poverty</td>
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<td></td>
<td>• Provide greater help and financial support to those off the gas grid</td>
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<tr>
<td><strong>Reduced Inequalities</strong> (1 vote)</td>
<td>• <strong>No suggestions</strong></td>
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<tr>
<td><strong>Gender Equality</strong> (1 vote)</td>
<td>• <strong>No suggestions</strong></td>
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<tr>
<td><strong>Life Below Water</strong> (1 vote)</td>
<td>• <strong>No suggestions</strong></td>
</tr>
<tr>
<td><strong>Good Health and Well-Being</strong> (1 vote)</td>
<td>• <strong>No suggestions</strong></td>
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</table>
Please identify the top 5 SDGs that you think SSEN should focus on.

(Percentage of stakeholders who chose this SDG as one of their 'top 5')

- Affordable and Clean Energy: 95.5%
- Responsible Consumption and Production: 77.3%
- Climate Action: 72.7%
- Industry, Innovation and Infrastructure: 68.2%
- Partnerships for the Goals: 63.6%
- Sustainable Cities and Communities: 40.9%
- Life on Land: 22.7%
- No Poverty: 18.2%
- Life Below Water: 4.6%
- Reduced Inequalities: 4.6%
- Gender Equality: 4.6%
- Good Health and Well-Being: 0.0%
- Peace, Justice and Strong Institutions: 0.0%
- Decent Work and Economic Growth: 0.0%
- Clean Water and Sanitation: 0.0%
- Quality Education: 0.0%
- No Hunger: 0.0%

- “The Government are increasing the VAT rates for renewables but leaving it lower for non-renewables. It’s another barrier. We’ve got a very long-running business, but we see companies come and go in our industry. We have even set up a hotline for people who have been left to deal with problematic systems by cowboy companies.” Developer / connections representative

- “Maybe introduce a weighting so that renewables are prioritised.” Domestic customer representative
• “Maybe take other things into account, e.g. an enhanced community benefit.” Business representative

• “We work with communities who aren’t connected to the grid, and the fuel poverty for them is often really high. Is there a way for SSEN to provide expertise? Could SSEN provide innovative ways or support?” Business representative

• “It’s learning from other cultures as well. We’re only a small place. There is other stuff out there that people are doing that we could follow.” Developer / connections representative

• “Probably introducing new technology for innovation. Collaboration comes into it, as does improving the systems you have.” Developer / connections representative

• “Climate action is key in terms of facilitating a shift in generation moving toward the Net Zero target. There are also relevant obligations in terms of construction, and an issue with climate change adaptation where existing areas are prone to flooding. Some areas are vulnerable to landslides. Infrastructure could be placed in areas less vulnerable to such events.” Environmental group

• “Reducing energy waste during the transmission process is significant.” Local authority

• “I’m not so familiar with your activities in terms of life on land. In terms of management of trees and woodland, there are a lot of threats in terms of diseases and pests. Trees and woodland also offer great benefit to local people, in addition to the habitats themselves.” Environmental group

• “In terms of power lines, installing pylons involves tremendous environmental impact.” Charity representative

• “Speed of connection involves policy implications too, as a lot can vary between certain areas. But we should be encouraging renewables and there needs to be policy to push infrastructure forward. Lobbying planning is a way to address this.” Housing
• “If there’s still opposition to wind farms, what you can say is that they’re accepted as part of landscapes. We are seeing more familiarity and acceptance.” Charity representative

• “SSEN should throw lots of money at wind turbines. We have lots of landscapes to cope with them here.” Infrastructure representative

• “Speaking as a customer: with the transition to renewables, there needs to be a capacity to deal with situations. Renewables have been shown to be insufficient in dealing with crisis situations in the South of England, for example.” Local authority

• “Energy storage must be a key issue for the future if we’re to move away from non-renewable sources.” Environmental group

• “Responsible consumption and production is important as part of SSEN’s social and community commitments.” Infrastructure representative

• “Solar will definitely take off and needs to be considered alongside wind energy.” Local authority

• “Could communities not look into generating their own electricity and have their own storage facility that could benefit the grid?” Infrastructure representative

• “Is there not more development capability for hydroelectric power?” Infrastructure representative

• “For sustainable consumption and production patterns, you could create more energy from waste plants. You should increase biomass capacity as part of this process too.” Infrastructure representative

• “You should seek to eradicate gas and coal technology from homes and start conversions towards hydrogen power. This could cover ‘Climate Action’ and ‘Responsible Consumption and Production’.” Charity representative

• “Could ‘Partnerships for the Goals’ maybe include fair procurement? SSEN should
make sure that its contractors have the same values as it does.” Charity representative

- “‘Climate Action’ is covered by eradicating carbon-producing technologies.” Infrastructure representative

- “SSEN needs to integrate climate change solutions into all of its strategies and roll out educational campaigns.” Local authority

- “The company should lobby Scottish Rail to fully convert to overhead electric cables.” Infrastructure representative

- “For ‘Partnerships for the Goals’, SSEN could work with community partnerships, such as community safety hubs in every local area in Scotland. As a result, people could work to signpost each other.” Charity representative

- “SSEN could extend its promotion to include innovation to encourage entrepreneurs to come up with new ways of doing things involving less carbon.” Infrastructure representative

- “SSEN could encourage people to car share for travelling to these events. Four of us have come here from Inverness in separate cars.” Charity representative

2. Do you think a DNO should take a leading role in achieving Net Zero by proactively enabling the sustainability agenda?

How do you feel about the following statement?

“DNOs should take a leading role in achieving Net Zero by proactively enabling the sustainability agenda”

- Strongly agree: 79.0%
- Agree: 15.8%
- Neutral: 0.0%
- Disagree: 0.0%
- Strongly disagree: 5.3%

Avg. 4.63 / 5
• “Time goes by so fast and suddenly it’s a climate emergency. Things have to be done: you can’t turn a blind eye.” Developer / connections representative

• “We’ve got planning recommendations, but nothing is set in stone. There was a new development where our design team asked about the funding, so then it’s up to the homeowner to get the funding – it’s not ideal.” Local authority

• “Grants don’t fully cover the price of installing renewable solutions.” Developer / connections representative

• “You should promote yourselves a bit more. You will go into communities and speak to groups, but people don’t know that.” Local authority representative

• “The company’s vision and strategy must encompass the SDGs so that not achieving them means failure.” Charity representative

• “DNOs do have a responsibility and are doing pretty well with it. Prioritising wind connections over gas and coal would be a great next step.” Local authority

• “The smartest DNOs will sell the concept as a way of selling themselves to secure Ofgem funding. It’s becoming really key now.” Infrastructure representative
WORKSHOP FEEDBACK

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

1. Overall, how interesting did you find the workshop to be?

![Interest Chart]

<table>
<thead>
<tr>
<th>Interest Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Interesting</td>
<td>43%</td>
</tr>
<tr>
<td>Interesting</td>
<td>57%</td>
</tr>
</tbody>
</table>

2. Did you feel that you had the opportunity to make your points and ask questions?

![Opportunity Chart]

<table>
<thead>
<tr>
<th>Agreement Level</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Strongly agree</td>
<td>76%</td>
</tr>
<tr>
<td>Agree</td>
<td>24%</td>
</tr>
</tbody>
</table>

Comments:
- “Excellent workshop where I have had the opportunity make my opinion heard.”
- “Interesting wide-ranging discussions.”
- “The small group format worked well.”
3. Did we cover the right topics for you on the day?

![Bar chart showing responses to question 3]

- Strongly agree, 33%
- Agree, 57%
- Neutral, 10%

4. What did you think of the way the workshop was chaired by your facilitator?

![Bar chart showing responses to question 4]

- Very good, 81%
- Good, 19%
- Neutral, 10%

Comments:

- "Very knowledgeable, quickly put the group at ease, easily able to distil key points from discussions."
- "Expert facilitation."
- "Really good, on time, clear direction."
5. Any other comments?
   - “Really enjoyed the day and the participation.”
   - “Very well organised and useful.”

6. Would you like to receive our post-event report and invites to similar events in the future?

   Yes: 85.7%
   No: 14.3%