SSEN DISTRIBUTION
STAKEHOLDER WORKSHOPS
PORTSMOUTH
SEPTEMBER 2019
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INTRODUCTION

On 24 September 2019, SSEN hosted the fifth 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 Village Hotel 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.

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

Ian Drummond, Head of the South East Region, welcomed stakeholders to the workshop, giving an overview of the distribution network in the South East region and outlining SSEN’s approach to stakeholder engagement. After the presentation, stakeholders were invited to give feedback about their expectations of the local network and inform the company of any growth or energy plans in their area.

- The growth in housing was seen as the most pressing issue for stakeholders, with 39% stating that this was their priority. This was particularly true for local authorities, parish councillors and businesses, who were concerned about capacity.
- During the discussions, a number of stakeholders alluded to local plans that involved sustainable solutions, including EV charging points and battery storage. This reflected a widespread interest in the roll out of EV charging, which was seen as a priority by 35% of attendees.
- Stakeholders called on SSEN to collaborate with utilities, developers and government as part of their upcoming business plan.

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

Trung Tran, RIIO ED2 Technical Lead, presented the second session of the day, which outlined the next price control, RIIO-ED2. Trung 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.

- Electronic voting revealed that stakeholders at the Portsmouth event viewed reliability and sustainability as the most important elements of the trilemma, with each component scoring an average of 8.2 and 8.1 out of 10 respectively.
During a table exercise in which stakeholders were asked to name areas that SSEN should focus on going forward, priorities around the environment proved very popular, with attendees putting forward suggestions for decarbonisation, sustainable developments and EVs.

Stakeholder workshops were the most popular method of engagement for the RIIO ED2 business plan process, with 42% of stakeholders voting for this option. Over half of stakeholders (57%) were in favour of being involved in the planning cycle every six months.

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.

Over half of attendees (58%) were familiar with the PSR, although it was clear that in general, stakeholders felt that more needed to be done to publicise it.

According to the electronic vote, the most important of the five Ofgem themes was ‘improving identification of vulnerability and smart use of data’. This was also one of the two areas where stakeholders felt that SSEN needed to put in the most work.

The other area that stakeholders felt required the most work from SSEN was ‘working with partners to tackle issues that cut across multiple sectors’. They suggested partnering with local authorities, GP surgeries and hospitals, and organisations such as Action Hampshire.

OPERATING IN A SUSTAINABLE WORLD

Stuart Hogarth, Director of Operations (South), and Richard Arnold, Head of External Relations (South), 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.

- There was consensus that SSEN and other DNOs should take a leading role in achieving Net Zero by proactively enabling the sustainability agenda, with 68% stating that they strongly agree with this statement and a further 28% stating that they agree with it.
- When stakeholders were asked to vote for the five sustainable development goals that SSEN should prioritise, ‘Industry, Innovation and Infrastructure’ emerged as the most popular goal, with 29 votes. Suggestions in this area centred around facilitating renewable connections and encouraging the development of innovative solutions.
- It was felt that partnerships would help the DNO to achieve the goals. Stakeholders called on the company to work with organisations such as universities, local authorities and developers.
WRITTEN FEEDBACK

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

- 53% of attendees who filled out a feedback form told us that they found the workshop ‘very interesting’, with 40% answering ‘interesting’.
- 50% of stakeholders strongly agreed that they had had an opportunity to make points and ask questions, while 33% agreed.
- 77% agreed or strongly agreed that the right topics were discussed on the day.
- 63% thought EQ Communications’ facilitation was ‘very good’, with 27% opting for ‘good’.
- 97% of stakeholders wished to receive the post-event report and would be interested in attending similar events in the future.
ATTENDEES

A total of 30 stakeholders attended the workshop, representing 23 organisations. The organisations represented on the day are shown below:

<table>
<thead>
<tr>
<th>Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aggreko</td>
</tr>
<tr>
<td>AMT-Sybex Ltd</td>
</tr>
<tr>
<td>Developer Services Southern Limited</td>
</tr>
<tr>
<td>East Hampshire District Council</td>
</tr>
<tr>
<td>Eastleigh Borough Council</td>
</tr>
<tr>
<td>Federation of Small Businesses</td>
</tr>
<tr>
<td>GAP Group Ltd</td>
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<tr>
<td>GMB Union</td>
</tr>
<tr>
<td>Gosport Borough Council</td>
</tr>
<tr>
<td>Haste Ltd</td>
</tr>
<tr>
<td>Hive Energy</td>
</tr>
<tr>
<td>J B Corrie &amp; Co Ltd</td>
</tr>
<tr>
<td>Morrison Utility Services Ltd</td>
</tr>
<tr>
<td>Omexom UK &amp; RoI</td>
</tr>
<tr>
<td>Persimmon Homes</td>
</tr>
<tr>
<td>Portsmouth City Council</td>
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<tr>
<td>Rowlands Castle Parish Council</td>
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<tr>
<td>Rushmoor Borough Council</td>
</tr>
<tr>
<td>Solent University Southampton</td>
</tr>
<tr>
<td>Southampton City Council</td>
</tr>
<tr>
<td>Test Valley Borough Council</td>
</tr>
<tr>
<td>Utility Customer Service Management Ltd</td>
</tr>
<tr>
<td>Winchester City Council</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local authority officer / elected representative</td>
</tr>
<tr>
<td>Business customer (or representative)</td>
</tr>
<tr>
<td>Energy / utility company</td>
</tr>
<tr>
<td>Parish / town / community councillor</td>
</tr>
<tr>
<td>Developer / connections representative</td>
</tr>
<tr>
<td>Housing / development</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Domestic customer / consumer interest body</td>
</tr>
<tr>
<td>Environmental representative</td>
</tr>
<tr>
<td>Charity / non-profit organisation</td>
</tr>
</tbody>
</table>
WORKSHOP ONE: INTRODUCTION

Summary

Elected representatives were the most well-represented stakeholder group at the Portsmouth event, with local authority officers accounting for over a third of attendees (35%) and councillors accounting for a further 15%. Other stakeholder groups included businesses, energy or utility companies, and developers. The growth in housing was considered to be the most pressing issue for the area’s electricity network, with 39% of attendees voting for this option during the electronic vote. This was a particular area of concern for businesses, local authorities and parish councils. This was followed by the roll out of EV charging, an area which held the interest of a cross-section of stakeholders and was seen as a priority by 35% of attendees.

Developers and business representatives expressed an interest in finding out about SSEN’s business plan and improving communication with the company. It was clear that a large proportion of local authorities were keen to engage with SSEN on issues around new developments. They tended to be concerned with resilience and capacity for housing, although some also highlighted the importance of providing electricity to businesses and other large areas of high demand, such as university campuses and care homes. A large number of these stakeholders felt that technology and local generation could play a part in dealing with the increased demand the network was facing, touching upon local growth plans that centred around alternative solutions, such as EVs, electric buses and battery storage. Elected representatives also tended to be interested in finding out about opportunities to work with SSEN to support their vulnerable and fuel poor constituents.

When stakeholders outlined their expectations for their local network, reliability and resilience were seen as key. Most stakeholders wanted to work closely with SSEN to achieve their goals, which for local authorities involved establishing where there was capacity on the
grid. Although some local authority representatives had strong praise for SSEN’s swift and clear communication around capacity, others felt that it could be difficult to get clear information the company and called for a dedicated liaison officer at SSEN who they could contact. For their part, infrastructure representatives and businesses were keen to work with the company to help customers navigate new technology and were interested in finding out about SSEN’s plans for the DSO transition and its role in the move to cleaner energy sources. Stakeholders suggested ways that SSEN could improve their work on the local network, such as greater collaboration with other utilities to avoid replication of works, and working with others in the industry such as housing developers and government to ensure that all parties have a shared understanding of how the smart network will develop.

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

- “I’m on the planning committee. We’re currently working on our local plan. We’re interested in EV strategy and sustainable technologies in new homes. Employment sites will also need energy.” Local authority
- “I’m a councillor. I’m interested in clean energy and it’s something I want to drive in our council. I’m excited by new technology: I think there’s massive potential.” Local authority
- “I’m a utilities coordinator for a developer. I’m interested in EV infrastructure and projected growth.” Housing representative
- “Our council is rolling out a big renewables programme. We’ve set up a gas and electricity provider and are looking at local generation. We have a lot of assets in the city, including 17,000 homes, and we’re looking to secure a low-carbon future. We officially declared a climate emergency last week.” Local authority
- “I deal a lot with people who are in fuel poverty.” Local authority
- “I also work on a planning committee. The government seems to have cut down on environmental products for the home such as insulation. I’m interested in getting involved with this as a means of addressing fuel poverty.” Local authority
- “We’ve had some infrastructure issues on individual sites. There’s one which hasn’t received the right supply for the last two years and there hasn’t been enough capacity. Unfortunately, the problem still hasn’t been fixed.” Local authority
“We’re also building 2,500 homes ourselves and want to make sure that communities and businesses get the power supply that they need.” Local authority

“I am based just north of Southampton near Romsey. We develop solar farms all over the UK and recently outside the UK, too. We work with SSEN on some of our projects.” Developer / connections representative

“I work at a university and deal with the maintenance of the estate and new building projects. We are building a new campus and so I’m involved with getting consultants to bring new supply in. When we get power issues, I look at the resilience of our systems. Even though some of the issues may be out of our control, we need to keep the estate running to not interrupt the students learning in the day-to-day.” Academic

“I am a consultant focusing on small to medium sized developments, working with SSEN, UKPN, WPD and all the corresponding gas water and electricity companies in the area.” Domestic customer representative

“We’re solar developers. I’m interested in the move towards new developments that consume and produce electricity locally.” Developer / connections representative

“I am interested in the secure supply of current and future energy, including issues around EV, alongside the security of my vulnerable constituents and affordability of the network.” Local authority

“I work for a utility contracting company. I’m here today to improve my communication with the wider SSEN network and to hear about your business plans.” Developer / connections representative

“We are users of the network and I represent those. We have around 170,000 members across the country, and most of our members will want the cheapest deal possible. I also sit on a regional customer challenge group. I imagine you have the same [type of group].” Business representative

**2. What are your expectations of your local network?**

“My ward has been affected with different utility companies doing their refurbishment and timing themselves only one month apart. It happened in both my areas.” Local authority

“In the last five years, some farmers put in solar panel fields and one was delayed because the distribution point couldn’t take the power going out. We want to see more PV roll out, to give us a larger supply of electricity and to go out to the grid at..."
certain times.” Local authority
• “When looking at developments, we need to know if there is capacity on the network. SSEN have been very good at communicating with us: there is a dedicated email address and I usually have a response within 36 hours.” Housing representative
• “On the PV side, we’ve had some issues because of network constraints at certain sites. We need to work with SSEN to find solutions for this as we cannot invest in all our infrastructure.” Local authority
• “One major problem for me is that the emergency recovery plans are really disjointed. They seem to be developed in isolation and when they get up to a regional level, they don’t seem to fit together properly.” Business representative
• “I would like to see clearer communications. When you ask an engineer whether you can roll something out, you are told that you can, but you’re getting too much of a straight answer. You don’t know whether SSEN can supply the capacity or not.” Local authority
• “SSEN needs to introduce a liaison member of staff who can act as a bridge between stakeholders and engineers and is not necessarily purely technically minded.” Local authority
• “Lots of customers want to move forward with new technologies, but don’t know what the technologies or loads will be in the years ahead. We can supply temporary technology for short periods (such as generators) and people can realise how much load they actually need.” Infrastructure representative
• “We’re finding that the rapid changes in technology are causing issues for us.” Local authority
• “Charging EVs requires the greatest amount of power over a given period in a household. We need to feel sure that the grids will be resilient.” Local authority
• “I’m interested to hear how you will move from being DNO to a DSO and how you will deal with the balance. There are people now who are producing energy as well as consuming it, like with solar panels. Shifting to renewable and green energy is going to be a real interesting point.” Infrastructure representative
• “Reliability is a big issue. We all come across it. We have people who need the supply, in care homes, for example.” Local authority
• “What SSEN is thinking [is] relative to housing developers, relative to government. Everything is made as a decision in isolation, so it’s important to share how SSEN views the smart network developing with all the groups.” Developer / connections
The population here is ageing somewhat. You’re due to get an increasing population who need help. And they will find the methods of communicating that we use today problematic. People who are 70 or 80 years old will be uncomfortable with social media and technology.” Local authority

“From a small business point of view, if it works and it’s affordable, that is key. With the LEP, we’ve had conversations about distribution, but we know we are very dependent on the network and the grid. We need more local sustainable supply as a contingency.” Business representative

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

• “We’re moving to EVs, so we’re putting in charging points in the town. There’s the Navy here, too. A lot of work has been done on back-up generators. It’s getting them to use the mains rather than running their engines in port, which makes the air cleaner.” Local authority

• “We have growth plans for an electric bus network in place and we’ve realised that grid capacity will be important after Guilford’s experience.” Local authority

• “In Test Valley, we’re considering installing EV chargers and we’ve discussed whether to put in fast or slow chargers. We’ll need to have suitable assets in place.” Local authority

• “We need a mix of all the renewable sources, including wind and solar.” Local authority

• “We’re considering rolling out battery storage to ease the burden on the network.” Local authority

• “At the Hampshire county level, I know there’s a cycling strategy and they’ve put charging points in at councils.” Local authority

• “Winchester have just declared a climate emergency, so their policy will be carbon neutral by 2025. That’s great ideology, but it’s not easy to do.” Local authority

• “We’ve applied to grants from government to put charging points in the street. So you’ll see that around Portsmouth. We’ve got a lot of flats where people don’t have driveways, so we’re trying to put them in so the community can use them even if they don’t have driveways. We want the air quality to be high; we’re more concerned about that. We’re a large producer of solar.” Local authority
What do you think is the most pressing issue for the electricity network in your local area?

- The growth in housing: 39.1%
- The roll out of EV charging: 34.8%
- Connecting renewables: 17.4%
- The growth in commercial development: 8.7%
WORKSHOP TWO: SHAPING OUR FUTURE AND THE NEXT PRICE CONTROL – RIIO-ED2 (2023–2028)

Summary

Following the presentation by Trung Tran, RIIO ED2 Technical Lead, 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.

During the electronic vote, reliability emerged as the most important element of the trilemma, scoring an average of 8.2 out of 10, closely followed by environmental sustainability, which scored 8.1 out of 10. This was reflective of the opinions given during the discussion session, where stakeholders felt that a reliable network was the baseline for providing the other two elements. However, when stakeholders were asked to name their own priorities on their table and vote for how important they are, ‘reliability’ received 13 votes across two tables, while a priority around decarbonisation and connecting renewables gained 36 votes across five tables, suggesting that concern for environmental sustainability is widespread and cuts across different sectors. Horizon scanning and innovation was seen as a key part of developing a reliable, sustainable network, with this priority gaining 15 votes in total.

During the discussion, stakeholders expanded on their priorities and gave examples of how SSEN could achieve them. A number of priorities centred around the environment and sustainability, from decarbonisation to waste-to-energy. To this end, a number of
stakeholders called on the company to learn from examples of successful sustainability schemes abroad, such as the use of hydroelectricity in Norway. The company was also seen to have a role in supporting local generation and the development of the smart network. It was suggested that piloting sustainable energy projects on housing developments could be a way of doing this. It was also felt that SSEN could get involved in educational initiatives to teach consumers about efficient energy usage, as well as lobbying government about the role of renewable energy in new developments.

A number of priorities related to SSEN’s business operations. It was felt that the company could improve its communication with large energy users such as universities, as well as with vulnerable customers during power outages. Some stakeholders felt that SSEN could improve its customer service by giving local authorities the name of a particular SSEN contact who can help with queries. A number of stakeholders called on the company to adopt a leadership role and take a whole-system approach to planning.

In terms of engaging with SSEN during the RIIO ED2 business plan process, stakeholder workshops attracted support from stakeholders regardless of their sector, claiming 42% of the vote. Over half of stakeholders (57%) felt that they would like to be engaged every six months during the planning cycle. Opinion was split as to whether an online conference would be desirable, with 11% stating that they would ‘definitely not’ be interested and 17% indicating that they would ‘definitely’ be interested.
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 five tables, while the green square displays the average position across all tables. This indicated a preference for reliability and sustainability over affordability, a view supported by the electronic voting after the session, where these factors received the highest average votes of 8.18 and 8.07 / 10, respectively.

• “I wouldn’t go to any of the extremes, but sustainability [is preferable] as we’ve declared a climate emergency. The biggest problem we have is making it work for our community.” Local authority
• “I’d say sustainability and reliability are key in terms of investing in the future. You can then gain affordability in future with a longer-term view.” Business representative
• “Sustainability and reliability are pivotal: you’d have real issues without a reliable network as we’re so reliant on technology.” Business representative
• “Sustainability links with insulation and the like, so there is a link to affordability. It’s a balance, as sustainability means saving energy, which would then bring bills down.” Local authority
• “I would edge more towards reliability than the other two. Affordability and sustainability are important, but without reliability, you don’t have anything.” Infrastructure representative
• “I think I would probably lie somewhere with reliability, where we do have issues on our systems that are more sensitive now. The students are more susceptible to power quality and disruptions. This is also in line with the cost element and reputation of the university. We are ramping up our environmental factor, so I would lie somewhere around affordability and sustainability.” Academic
• “I would be heavy on the sustainability, as I work with renewables, but also between that and affordability because I am concerned with making renewable energy affordable and easy to come by.” Developer/connections representative
• “I would always put customer service first. That said, I would take affordability out because in overall terms, the distribution costs are very, very low. In terms of reliability and sustainability, the UK has very good reliability and I wouldn’t want to take out any of that for sustainability.” Local authority
• “Reliability. Without that, you can’t have the others. You can then look at the other elements.” Infrastructure representative
• “I would put mine in the middle. They are all needed.” Local authority
• “No one’s gone for the affordability, but if you can’t afford it, it doesn’t matter how sustainable or reliable it is.” Local authority
• “Sustainability, if that is done right, will positively impact reliability and affordability as a knock-on.” Developer / connections representative
• “As a small business, I want it all. The middle.” Business representative
• “I’m leaning towards reliability, just because the product we provide needs reliability and therefore needs to be fit for purpose and secure.” Infrastructure representative
• “We spend money having all of our network set up at the council. When we had a
brownout, the whole system got reset. There’s always a weak spot. For example, what about people with medical conditions? Also, someone losing power for an hour might affect an elderly person.” Local authority

- “I look at it from a large enterprise point of view and also I am massively surprised that large enterprises are willing to pay a premium for sustainability. Clearly they want reliability and affordability. I think sustainability and reliability is high on the large enterprise.” Infrastructure representative

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

- Environmental Sustainability: 8.07
- Reliability: 8.18
- Affordability: 6.38
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>Decarbonisation; connecting renewables and cleaner energy supplies</td>
<td>36</td>
</tr>
<tr>
<td>Horizon scanning; innovation &amp; new technology</td>
<td>15</td>
</tr>
<tr>
<td>Reliability</td>
<td>13</td>
</tr>
<tr>
<td>Customer service</td>
<td>9</td>
</tr>
<tr>
<td>Sustainable developments</td>
<td>8</td>
</tr>
<tr>
<td>Sustainability</td>
<td>6</td>
</tr>
<tr>
<td>EVs</td>
<td>6</td>
</tr>
<tr>
<td>Leadership role</td>
<td>6</td>
</tr>
<tr>
<td>Education</td>
<td>5</td>
</tr>
<tr>
<td>Whole systems</td>
<td>5</td>
</tr>
<tr>
<td>Affordability</td>
<td>4</td>
</tr>
<tr>
<td>Vulnerability</td>
<td>4</td>
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<tr>
<td>Decentralisation</td>
<td>3</td>
</tr>
<tr>
<td>Future-proofing the network</td>
<td>3</td>
</tr>
<tr>
<td>Smart networks</td>
<td>3</td>
</tr>
<tr>
<td>Joined-up planning – regeneration</td>
<td>3</td>
</tr>
<tr>
<td>Environmental awareness</td>
<td>2</td>
</tr>
<tr>
<td>Maintenance disruption</td>
<td>2</td>
</tr>
<tr>
<td>Communications</td>
<td>2</td>
</tr>
</tbody>
</table>
• “Early education. If we had been as aware of plastics 20 years ago, we would be in a better situation now.” Business representative
• “There needs to be an educational programme to encourage people to think about how their behaviour can affect the environment and to be more aware of their power use.” Local authority
• “Innovation and horizon scanning. New technologies are paramount.” Infrastructure representative
• “Decarbonisation is a major driver for the government and is a major priority in utilities.” Infrastructure representative
• “A big priority for me is this decentralisation agenda. If you can build these renewable plants into the grid better, that would help SSEN to increase reliability.” Local authority
• “Everyone would like to see power supplies future-proofed. By future-proofing, I mean making sure that there is enough in place on the grid to supply the population’s future needs.” Business representative
• “I think that environmental issues are key now. Lots of people tell us that sustainability is important to them and that they really want to know where their energy is coming from.” Infrastructure representative
• “SSEN also needs to lead the way with sustainability measures. It needs to do as much as it can to be sustainable within the group.” Business representative
• “Pilot projects on housing developments. See how it works and get real-world data for how people use it. Sustainable off-grid developments. Alternative local networks.” Developer / connections representative
• “I would also suggest responsibly sourcing green energy as a priority. The elephant in the room is waste to energy. There are landfill sites that could be dug up and looked
through. It’s not the answer, but it’s a massive resource for every local authority and county council. One of the Scandinavian countries has run out of waste.”

- “Local generation support, because it is the way forward but needs an intelligent network to support it and a clever storage system to support it further. Support local generation [and] smart networks.” Business representative
- “EVs and supporting the improvements therein. Smart cities seem key also.” Infrastructure representative
- “New technology is the most important priority to me. We need to involve nuclear power, as it’s carbon-neutral, it can meet the population’s energy needs and it is very safe. Future-proofing and sustainability are next most important to me.” Infrastructure representative
- “For future-proofing, I don’t think that we’re very good as a country at following trends. We need to look at what’s being done in other countries and adopt similar systems. We’re always playing catch up, whether it’s for nuclear power or electric vehicles.” Local authority
- “There needs to be more lobbying the government about shaping the direction of travel. However, this can’t just come from SSEN as a group. It needs to include stakeholders too. We can all shape the future together.” Business representative
- “The responsibility must fall to consumers. We can do it ourselves. We had a greening campaign – I’m a governor at a school – and a lot of energy is consumed after the children have left.” Parish / community council
- “I will raise something that might be more for the councillors. Maintenance disruption is a huge issue. Whenever works are carried out they must be planned. We want people to come in, do it quickly and get out again. We want works to be harmonised, with less digging up the roads.” Local authority
- “As a developer of renewable farms which are mostly solar, we just want to see electricity being renewable where it can. Renewable connections and investment information are important.” Developer/connections representative
- “My priority is for SSEN to move to DSO because that would be good for sales of our software. I think that’s the [source of] demand.” Infrastructure representative
- “I think we have spoken about reliability, and communication is a good thing, particularly for large users. It has a knock-on effect with interruptions, which are such a big issue. Even if something has only happened for a few minutes overnight, we
need that information. There should be someone at the university who can talk directly to the network control room.” Academic

- “I have a couple of constituents with health issues and we were trying to contact someone from the network during an outage. These people had breathing equipment but the electricity board wasn’t considering them a priority. I need to know how to go to tell the operator or supplier this information about who is a priority. It is a point about vulnerability and communication. I want to be able to find out for these constituents to help them.” Local authority

- “It is very important as a council to have the name of someone we can just ring up. Especially when there is something urgent.” Local authority

- “[Prioritise] whole system planning, ensuring there aren’t crossed wires between the different levels of the network.” Business representative

- “Leadership. That will drive progress.” Developer / connections representative

- “As before, I think customer service is a priority. I always hear that if there is anything to do with SSEN, at every stage there are complaints. I go to a lot of these stakeholder engagement sessions and when WPD or UKPN do them, they have the director of communications at every single one. SSEN didn’t used to but now they do because customer service is a massive issue.” Domestic customer representative

- “We have areas in Gosport which are difficult to develop as they’re ex-MOD. It costs a lot, but it could be a smart business city. Building those, into an industrial site for commerce, is something we desperately need. Exploiting these resources and local sites, this all requires leadership.” Local authority
3. How would you like to be involved in the RIIO ED2 business plan process?

How would you like to be involved in the RIIO ED2 business plan process?

- Stakeholder workshops: 42.3%
- Online surveys: 15.4%
- Online conference (webinars): 15.4%
- Face to face meetings: 11.5%
- Written consultations: 7.7%
- Public exhibitions: 7.7%

4. How often would you like to be engaged in the RIIO ED2 business planning cycle?

How often would you like to be engaged in the RIIO ED2 business planning cycle?

- Monthly: 0.0%
- Quarterly: 35.7%
- Six-monthly: 57.1%
- Annually: 3.6%
- Never: 3.6%
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')

Avg. 5.79 / 10
WORKSHOP THREE: SUPPORTING CONSUMERS IN VULNERABLE SITUATIONS

Summary

Simon O’Loughlin, Stakeholder Engagement Manager, gave a presentation outlining SSE’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 SSE could carry out under each of the five Ofgem themes.

Over half of attendees (58%) were familiar with the PSR, although there was some surprise that this proportion is relatively low considering that everyone in attendance had that they had never heard of it despite working in the industry. 60% of stakeholders agreed or strongly agreed that SSE’s four priority areas are still fit for purpose, and a number of suggestions for improving SSE’s contribution to the five Ofgem themes were put forward during the discussions.

Theme 1 (improving identification of vulnerability and smart use of data) emerged as the most important of SSE’s themes during the electronic vote, and was also one of the areas where stakeholders felt SSE needs to do the most work to address. Data sharing regulation such as GDPR was widely viewed as a barrier to identifying vulnerability, as stakeholders felt
that SSE could benefit from sharing information with water companies and local authorities. Indeed, a number of stakeholders called for a central PSR between the DNO, suppliers and councils. It was felt that one of the best ways of identifying vulnerable customers was to raise awareness of the PSR and encourage vulnerable customers to register.

The identification of vulnerability was closely linked to the theme which stakeholders felt SSE would have to work equally hard on, namely theme 5 (working with partners to tackle issues that cut across multiple sectors). It was felt that engaging with partners would help raise awareness of the PSR and increase sign-ups. In addition to utilities and water companies, stakeholders felt that SSE should partner with GPs and hospitals, as well as organisations such as Action Hampshire and Citizens Advice. Several local authority representatives felt that their organisations could support SSE by sending out leaflets in council bills and by identifying trusted community leaders who can disseminate information.

The theme of supporting people struggling to pay their bills was widely discussed, with local authorities pointing to examples of fuel poverty in urban and rural areas. While some felt that the energy industry could adopt a more flexible approach to those who struggle to pay and were in favour of SSE taking on an educational role, others felt that this went beyond the company’s remit and should instead be addressed by other organisations, such as suppliers.

In terms of theme 4 (encouraging positive and inclusive innovation) and theme 3 (driving significant improvements in customer service for vulnerable groups), stakeholders praised the SSE website from the point of view of those who don’t speak English, encouraging the company to continue in this vein. Stakeholders suggested that the company should engage with those who support vulnerable people, such as family or social workers. Some suggested that SSE could engage with religious groups to improve engagement with under-represented customers, as well as working with Portsmouth Deaf Centre and Portsmouth Association for the Blind.
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 use lots of data sets as a local authority to identify likely vulnerability. We look at areas such as health, well-being and debt. What we find is that the mosaic shows one street is more vulnerable than another, but there may be more vulnerable users than we realise. We work with teams across the council. We’re training all staff to be able to identify vulnerability and refer people. The problem with GDPR is that we are unable to refer people to third parties.” Local authority
- “The most important thing is to raise awareness of all frontline initiatives and staff.” Local authority
- “Signposting must be handled carefully as it can appear to be junk mail to people.” Housing representative
- “SSEN should work with Southern Water more to identify and assist vulnerable customers, as vulnerable customers often stop paying for water first. This default in water-bill payments could be flagged up, and councils and SSEN could be alerted. Everyone could benefit from sharing this information.” Local authority
- “You need to move away from thinking of vulnerability as a low-income problem. Areas that are less well-represented must be engaged with.” Housing representative
- “You could advertise in the Coastline newsletter.” Local authority
- “Consider TV advertising.” Business representative
- “Improve your door drops.” Local authority

Supporting those struggling with their bills

- “In one case, this woman has sent her budget in and copies of everything but as a couple they are both working minimum wage jobs and have got themselves in a pickle. She can’t afford to pay the full amount on all the utilities. The companies aren’t willing to negotiate so it’s looking like none of them will get any money. If they lower their prices, then each company can get something. There needs to be a bit more give and take.” Local authority
- “The fuel poverty figure for Southampton is just over 10%, so about 10,000 households are in fuel poverty. That’s above the national average.” Local authority
“Rural communities get lost in the big city figures, particularly farm workers in what people deem to be glamorous postcodes.” Local authority

“Surely as the network operator, this is not your concern. Measures to improve energy efficiency: that, I understand.” Business representative

“I don’t necessarily think it is SSEN’s responsibility to take on the role of educating people about this. When I was at British Gas and we needed to sort out people’s money situation, I went through their money with them and told them what is an essential and where they can save. Maybe there could be a budgeting tool.” Local authority

“One bit of technology that was supposed to help people was smart meters. It has been a shambles because smart meters don’t talk to each other. Lots of vulnerable households have no idea how much they are using until the bill comes through. If this roll out was actually effective, then they would be great. That needs a bit of coordination and focus.” Local authority

“Education and support is key. Could you also help with debt relief?” Local authority

“A home energy audit might be a good idea. You could provide energy saving products.” Parish / community council

Driving significant improvements in customer service for vulnerable groups

“Could SSEN devise a system whereby nominated parties for a vulnerable person are actively alerted should there be a power cut in the area where this vulnerable person lives? My parents are far away from me and it would be great to get some kind of notification. It means that I could go in and assist them.” Local authority

“Social workers are a key liaison for assisting vulnerable users.” Local authority

“The 105 number is good.” Housing representative

“Educate people on the risks of a lack of power.” Developer / connections representative

“Increase your use of social media.” Infrastructure representative

“Identify influencers, including online ones, who can get the message out.” Local authority
Encouraging positive and inclusive innovation

- “The website is very good for people with difficulties using English.” Business representative
- “Human interaction will be more effective than information on paper.” Housing representative
- “My wife works at an older persons home, and you came a year before last to give out information, and gave this to be circulated internally. I get that they are more trusted. There are other issues with those who cannot read. What about ensuring there are plans for those that speak English but very poorly?” Local authority
- “Help to overcome people’s fear of smart meters.” Parish / community council

Working with partners to tackle issues that cut across multiple sectors

- “You said you were sharing with water companies and I’m impressed with that.” Local authority
- “What about other utilities, such as gas and water? Do you cross-reference PSR registers?” Business representative
- “Can requests be made so that vulnerable people can be opted into a data-sharing system? GPs and hospital staff could get involved with this.” Business representative
- “Housing associations would know which households were vulnerable. They couldn’t pass on data, but could certainly give information to their tenants.” Local authority
- “As local authorities, we can send leaflets out with council tax bills. There was help offered from Southern Water, SSEN.” Local authority
- “My only observation is that if SSEN has a list, and the retailers and councils do, having one central list is surely a vital step, while I know GDPR is an issue.” Developer / connections representative
- “The emergency planning people, I am trying to work with those at a local level. And I work to find some community leaders, and find people who can disseminate information on your behalf. They are people who, on a range of subjects, could circulate information and are trusted.” Local authority
- “You should work with Action Hampshire.” Business representative
• “Citizens Advice, people often go to them in need.” Business representative
• “Do you go to train the NHS trusts? They can filter it down on your behalf.” Infrastructure representative
• “You [should] go to organisations that are already dealing with vulnerable customers from a particular point of view, and ensure that the organisation is aware of what the PSR can do.” Developer / connections representative
• “Engage with community groups.” Parish / community council
• “You need to raise the profile of the PSR among councillors.” Parish / community council

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

- Working with partners to tackle issues that cut across multiple sectors: 32.0%
- Improving identification of vulnerability and smart use of data: 32.0%
- Encouraging positive and inclusive innovation: 20.0%
- Driving significant improvements in customer service for vulnerable groups: 8.0%
- Supporting those struggling with their bills: 8.0%

• “I think we’ve discussed improving identification of vulnerability the most.” Parish / community council
• “As for partnering with others, you’re duplicating at the moment, so it’s unreliable.” Local authority
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”

Avg. 3.73 / 5 (5 being ‘strongly agree’)

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

- “Maybe you need to go into temples and different religious groups.” Local authority
- “For the deaf and hard of hearing and the blind, we have Portsmouth Deaf Centre and Portsmouth Association for the Blind. You could work with them.” Local authority
WORKSHOP FOUR: OPERATING IN A SUSTAINABLE WORLD

Summary

Stuart Hogarth, Director of Operations (South), and Richard Arnold, Head of External Relations (South), introduced stakeholders to the United Nations Sustainable Development Goals (UN SDGs), a collection of 17 goals designed for countries to achieve peace and prosperity. It was clear that stakeholders attending the Portsmouth event felt that DNOs should take a leading role in achieving Net Zero by proactively enabling the sustainability agenda, as no stakeholders disagreed with this statement during the electronic vote.

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.

When stakeholders were asked which SDGs SSEN should focus on, ‘Industry, Innovation and Infrastructure’ emerged as the most popular goal, with a total of 29 votes. This was seen to tie in with SSEN’s core purpose of providing connections and network capacity. A number of stakeholders felt that by providing more renewable connections and making the connections process more accessible and straightforward, SSEN could have a direct impact on achieving other goals, such as ‘Climate Action’ and ‘Sustainable Cities’. Stakeholders encouraged SSEN to hold innovation fairs and engage with university students to pave the way for innovative technology and solutions, which have an important role in building a sustainable future.

Several stakeholders felt that SSEN could go even further by ensuring that renewable connections and local generation are affordable options. The goal entitled ‘Affordable and Clean Energy’ was popular across stakeholder types, attracting 25 votes in total. However,
some argued that it was up to SSEN to encourage others to deliver affordable and clean energy, rather than providing it themselves. One local authority representative pointed out that affordability may not be a priority as customers may not mind bill increases, as long as SSEN clearly communicates how their money is being invested in climate-action measures.

‘Sustainable Cities and Communities’ was also seen as a key goal for SSEN, particularly among local authorities and developers, receiving a total of 25 votes. It was felt that EV charging was an important upcoming development that would make communities more sustainable, with SSEN seen as a key player in providing charging points. A number of stakeholders called on the company to engage with developers on the capacity of potential developments and to collaborate with housing developers with a view to rolling out EV charging and PV on new builds.

Stakeholders clearly felt that SSEN had a role to meet the ‘Responsible Consumption and Production’ goal, awarding it a total of 24 votes. Although a minority felt that this responsibility fell with consumers, most encouraged SSEN to educate consumers on responsible consumption, for example, through school visits. There was also widespread agreement that SSEN could take steps to ensure that their consumption as a company is more responsible, such as installing sensor-activated lights in their offices and switching to an EV fleet. A number of stakeholders, including suppliers, felt that SSEN should take a leading role by encouraging sustainable and responsible practices throughout the supply chain.

Stakeholders felt that establishing partnerships was key to SSEN becoming more sustainable, with ‘Partnerships for the Goals’ coming in as the fifth most popular SDG with 14 votes. Stakeholders encouraged SSEN to work with other actors in the energy sector, such as infrastructure suppliers, government and developers. There were widespread calls for a harmonised, shared approach, particularly with regard to EVs and renewable connections in new developments.
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>
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| Industry, Innovation and Infrastructure (29 votes) | - Enable commercial development.  
- Use demand-side response.  
- Make sure there is enough capacity for renewables.  
- Attend innovation fairs and science fairs; visit universities.  
- Ensure reliability.  
- Provide incentives and support risk in innovation.  
- Collaborate with other organisations.  
- Work with storage facilities to develop infrastructure.  
- Encourage the use of new technologies and automation. |
### Affordable and Clean Energy

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<thead>
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<tbody>
<tr>
<td>7 Affordable and Clean Energy</td>
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<tr>
<td>- Enable smaller sources of energy to connect.</td>
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<td>- Generate profit from local energy schemes.</td>
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<tr>
<td>- Be ahead of the curve and be proactive.</td>
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<td>- Continue with the transition to DSO.</td>
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<td>- Connect renewables.</td>
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<td>- Use cross-utility working.</td>
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<td>- Provide R&amp;D funding.</td>
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<tr>
<td>- Provide affordable connections.</td>
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<tr>
<td>- Use innovation.</td>
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<tr>
<td>- Make renewable energy connections understandable and more straightforward.</td>
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<tr>
<td>- Increase energy efficiency.</td>
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<tr>
<td>- Ensure the lower maintenance of a smart network.</td>
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### Sustainable Cities and Communities

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<tr>
<td>11 Sustainable Cities and Communities</td>
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<tr>
<td>- Provide enough capacity and greater clarity.</td>
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<tr>
<td>- Facilitate vehicle to grid.</td>
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<tr>
<td>- Be more involved in future planning for growth at an early stage.</td>
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<tr>
<td>- Expand future-proof network to cope with demand.</td>
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<td>- Roll out smart networks.</td>
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<tr>
<td>- Support innovation projects around smart cities.</td>
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<tr>
<td>Responsible Consumption and Production (24 votes)</td>
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<tr>
<td>• Ensure that SSEN office lights have sensors.</td>
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<tr>
<td>• Use incentives.</td>
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<tr>
<td>• Expand smart metering and ensure clarity.</td>
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<tr>
<td>• Educate consumers and children.</td>
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<tr>
<td>• Adopt a whole business approach.</td>
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<tr>
<td>• Shift vehicle fleet to EV.</td>
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<tr>
<td>• Use more sustainable materials for cables and switchgear.</td>
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<tr>
<td>• Promote energy efficiency.</td>
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<tr>
<td>• Promote sustainable buildings.</td>
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<tr>
<td>• Ensure supply chain alignment.</td>
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<table>
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<tr>
<th>Partnerships for the Goals (14 votes)</th>
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<tr>
<td>• Work with EV chargers.</td>
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<tr>
<td>• Encourage conversations with local authorities and other communities to help deal with growth.</td>
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<tr>
<td>• Work with all of the supply chain, local authorities and industry partners to establish best practice.</td>
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<tr>
<td>• Take on a leadership role by influencing Ofgem and government.</td>
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<tr>
<td>• Engage with infrastructure providers to drive innovation.</td>
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<tr>
<td>• Encourage Ofwat, Ofgem and Ofcom to collaborate.</td>
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<tr>
<td>Climate Action</td>
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<tr>
<td>• Reduce carbon footprint, e.g. by switching to an EV fleet.</td>
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<tr>
<td>• Improve resilience.</td>
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<tr>
<td>• Eliminate fossil fuels.</td>
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<tr>
<td>• Survey customers and take them on your zero-carbon journey.</td>
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<tr>
<td>• Ensure affordability.</td>
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<tr>
<td>• Ensure changes are made throughout the supply chain.</td>
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<tr>
<th>Decent Work and Economic Growth</th>
<th>(7 votes)</th>
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<tbody>
<tr>
<td>• Introduce a more efficient cable network.</td>
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<tr>
<th>Life Below Water</th>
<th>(2 votes)</th>
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<tr>
<td>• Ensure upkeep of underwater cables.</td>
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<tr>
<td>• Regulate boats to wind farms.</td>
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<tr>
<td>• Look into fishing around wind farms / flooding</td>
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<tr>
<td>Life on Land</td>
<td>No suggestions</td>
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<tr>
<td>Good Health and Well-Being</td>
<td>No suggestions</td>
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<tr>
<td>Quality Education</td>
<td>No suggestions</td>
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- “All infrastructure will have to adapt to climate change; there will be high winds and flooding.” Local authority
- “There’s a lot of talk about innovation to combat climate change. However, the main issue is making sure that there’s enough capacity for plugging in renewable connections. It sounds simple, but it’s a huge challenge. I have plans for a local solar farm, but I haven’t been able to set it up because there isn’t capacity.” Local authority
- “SSEN needs to respond to project requests better and better facilitate connections for renewable connections.” Infrastructure representative
- “Nationally, we are reducing our carbon footprint as a company and would be happy if SSEN were to require us to work toward their targets, as one of their suppliers.” Infrastructure representative
- “We put pipes under the water and we have to be confident they won’t damage the marine life. Also, this should include boats that are coming in and out to wind farms.” Local authority
- “In terms of climate action, SSEN should obviously not be using fossil fuels and should be using renewables instead. It can be how the electricity is generated but also the fleet of the company. SSEN is probably best placed to use electric vehicles rather than...”
buying diesel.” Local authority

- “The other thing with marine life is the flooding and working with the Environment Agency. There is a huge impact, especially when substations are prone to flooding.”
  Academic

- “Climate action. It’s all got to link – as everything SSEN does has an impact on climate – with your decarbonisation plans. EVs is an example: you will need the grid to support it.”
  Developer / connections representative

- “Expansion of smart meters will improve responsible consumption and production.”
  Infrastructure representative

- “A reliable and resilient network is so important because if you are going to support businesses and a good economy, then you need a good supply.”
  Local authority

- “In terms of resource consumption and production, maybe they could make the network more efficient in some way. They could design cables with greater capacity for transmitting with a lower loss of energy.”
  Parish / community council

- “Responsible consumption and production might be expendable. An awful lot of it is related to waste and fossil fuels and how to dispose of things safely, which is more one for the consumer section rather than SSEN.”
  Local authority

- “Responsible consumption and production can mean using lower-intensity office lights, for example.”
  Local authority

- “Education and awareness. Children influence their parents.”
  Developer / connections representative

- “Regarding environmental policies, we follow the UN codes as well in our company. We could probably introduce technologies, including automation systems, and sustainable construction. We will follow the policies of SSEN.”
  Developer / connections representative

- “They need to inform the debate where they can.”
  Local authority
• “Work with other infrastructure suppliers, not just the supply chain.” Business representative
• “I want to see them influence government, and through Ofgem, promote good ideas and based on informed results and knowledge from trials.” Local authority
• “Partnerships for the goals is important, so that you can share your work rather than each reinventing it separately.” Business representative
• “An example of partnerships can be closer collaboration with housing developers for EV charging. With PV on the roof as well, you can be fully self-sustaining.” Local authority
• “People in different industries need to partner up in order to harmonise their approach with EVs and other innovative technologies.” Infrastructure representative
• “We have so much regeneration taking place in the next 10 years and there needs to be conversations to make sure that everyone is moving forward in the same direction towards the same goals.” Local authority
• “Is there a way for SSEN to be more agile about potential connection opportunities down the line? Could it be a statutory consultee for local plans? Just because you’re not a consultee, doesn’t mean that you shouldn’t consult.” Local authority
• “You’re responsible for connecting into new solar power banks. Make it an easy prospect. Make the connections more understandable.” Local authority
• “There needs to be better dialogue about potential future grid expansions so that SSEN can calculate the potential demands on the grid better.” Local authority
• “‘Affordable and Clean Energy’ is obviously attainable and has to be top priority.” Local authority
• “Most people anticipate increases in their bills. However, if SSEN can show that these increases are being invested in climate-action measures or something similar, people could potentially swallow them.” Local authority
• “I think that helping others to provide clean energy is more important. There’s only so much that SSEN can do. It can help others to deliver ‘Affordable and Clean Energy’. That could cover infrastructure or cleaner cities.” Local authority
• “Communicating with developers regarding what the capacity implications for developments could be as important.” Local authority
• “Influence building regulations through planning authorities.” Business representative
• “‘Sustainable Cities and Communities’, it’s related closely, especially when it’s combined with whole systems.” Developer / connections representative
• “Goal 11 (‘Sustainable Cities and Communities’) ties in with the transport systems. Whether we’re having trams or EVs, you still need to ensure there’s power in the right location. The trains were recently down for a whole afternoon when the power plants were down. It shows the knock-on effect.” Local authority
• “‘Sustainable Cities and Communities’ jumps out at me, as I’m from a rural borough. There is less in place for pushing forward development in the countryside. SSEN needs to reach out to people in the city to get capacity in place for developments there and then things can spill out into the countryside, too.” Local authority
• “There is a relevance to ‘Good Health and Well-Being’ because of heating and deaths due to cold in the winter.” Local authority
• “SSEN can provide realistic costs to customers and not enhance that cost. They need to create affordable connections.” Local authority
• “For climate actions, SSEN should look to reduce its carbon footprint by introducing an electric-vehicle fleet or improving its working practices. It also needs to apply these ideas to its contractors.” Local authority
• “Goal 10 (‘Reduced Inequalities’) because it’s a network company. You’re in a unique position as a big business to say you’ll treat your employees fairly, pay the living
wage, and so on. It’s about reducing inequalities in your own company.” Developer / connections representative

- “Everyone should have modern slavery policies, not as the main target, but it definitely should be in there.” Academic

- “They’re trying to replace the number of oil-filled electric cables. That sounds like a good thing. It will ensure more sustainable materials and facilities for distribution. Some years ago, a cable developed a fault, and the oil leaked into an aquifer, so I’m encouraged by this new initiative.” Parish / community council

- “SSEN should be involved in research and development, coming from a university perspective. There is a business opportunity here, not just demonstrating your commitment.” Academic

- “There is a constant call for suppliers to come to the table with innovative ideas. There are innovation fairs that other power network providers do, that you guys don’t do so much. They ask suppliers to bring one thing to the table that they think would benefit us. For example, United Utilities do it. They also go out to universities and small enterprises because they might have something. If they like the look of it, they will help them take the ideas to markets.” Infrastructure representative

- “Universities do a science fair and even younger students can take along anything they have designed and show it so companies can go and see if they’re interested. It gives the kids a buzz for how they can be innovative and improve things.” Local authority
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')
2. Do you think a DNO should take a leading role in achieving Net Zero by proactively enabling the sustainability agenda?

- “It’s everyone’s responsibility.” Local authority
- “You don’t need to be the leading player, but you need to be a partial player.” Local authority
- “You are very important as an enabler and facilitator.” Local authority
- “It’s the only organisation I know about that has these sort of workshops.” Parish / community council

How do you feel about the following statement?
“DNOs should take a leading role in achieving Net Zero by proactively enabling the sustainability agenda”

Avg. 4.64 / 5

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>67.9%</td>
</tr>
<tr>
<td>Agree</td>
<td>28.6%</td>
</tr>
<tr>
<td>Neutral</td>
<td>3.6%</td>
</tr>
<tr>
<td>Disagree</td>
<td>0.0%</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

0.0% 20.0% 40.0% 60.0% 80.0%
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 Pie Chart]

   - Very Interesting 53%
   - Interesting 40%
   - Neutral 7%

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

   ![Opportunities Pie Chart]

   - Strongly agree, 50%
   - Agree, 33%
   - Neutral, 7%
   - Strongly disagree, 10%

Comments:

- “Good opportunity in group discussion to put forward views.”
3. Did we cover the right topics for you on the day?

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

Comments:
- “[EQ] were excellent.”
- “Kept the discussion flowing.”
5. Any other comments?

- “Enjoyed the day a lot more than I thought I would. Good size table and room.”

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

Yes, 97%, No, 3%