SSEN DISTRIBUTION STAKEHOLDER WORKSHOPS

SUMMARY REPORT

SEPTEMBER 2019

CONTENTS

OVERVIEW OF THE WORKSHOP SERIES

In September 2019, SSEN hosted a series of six workshops in locations across its network. This report details the outcomes from these workshops, which were hosted in Dunblane, Forres, Oxford, Reading, Portsmouth and Bournemouth.

The workshops aimed to gather feedback from the company's 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.

After a brief introduction to SSEN, the workshops were split into four discussion sessions. Each session began with an introductory presentation given by a senior SSEN representative. All of the presentations were followed by round-table discussions and electronic voting, which gave stakeholders the opportunity to provide further quantitative feedback.

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 were not ascribed to individuals. Instead, notes were 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%.

WORKSHOP SUMMARIES

WORKSHOP ONE: INTRODUCTION

This workshop session was presented by different senior SSEN representatives at each event:

Dunblane	Ross Fenton, Head of South Caledonia Region
Forres	Colin Pirie, Head of the Highlands and Islands Region
Oxford	Craig Rankin, Head of Region for Ridgeway
Reading	Andrew Roper, DSO Director Bryan Puszkar, Customer Relationship Manager
Portsmouth	Ian Drummond, Head of the South East Region
Bournemouth	Craig Gilroy, Head of Project Delivery

At each event, the presenter welcomed stakeholders to the workshop, giving an overview of the distribution network in the relevant 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.

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

The second session of the day was presented by Shirley Robertson, RIIO ED2 Programme Manager, in Dunblane, Forres, Oxford and Reading, while Trung Tran, RIIO ED2 Technical Lead, gave the presentation in Portsmouth and Bournemouth.

The presenters began by outlining the next price control, RIIO-ED2. They then 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.

WORKSHOP THREE: SUPPORTING CONSUMERS IN VULNERABLE SITUATIONS

The introductory presentation for this session was given by Simon O'Loughlin, Stakeholder Engagement Manager, at all six events. He outlined 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.

WORKSHOP FOUR: OPERATING IN A SUSTAINABLE WORLD

This workshop was presented by different senior SSEN representatives at each workshop:

Dunblane	Andy Huthwaite, Director of Connections
	Bethan May-Freire, Group Sustainability Reporting Manager
Forres	Lisa Doogan, Head of Customer Service and Stakeholder Strategy
	Bethan May-Freire, Group Sustainability Reporting Manager
Oxford	Simon Dobson, Deputy Head of Region for Thames Valley
	Bethan May-Freire, Group Sustainability Reporting Manager
Reading	Andrew Roper, DSO Director
	Bethan May-Freire, Group Sustainability Reporting Manager
Portsmouth	Stuart Hogarth, Director of Operations (South)
	Richard Arnold, Head of External Relations (South)
Bournemouth	Andy Huthwaite, Director of Connections
	Richard Arnold, Head of External Relations (South)

The presenters 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.

WRITTEN FEEDBACK

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

- 57% of attendees who filled out a feedback form told us that they found the workshop 'very interesting' and 40% said they found it 'interesting'. None felt the workshop was 'not interesting' or 'not interesting at all'.

- 92% of stakeholders agreed or strongly agreed that they had had an opportunity to make their points and ask questions.

- 83% of attendees agreed or strongly agreed that we covered the right topics on the day, while 16% were neutral.

- 68% thought EQ Communications' facilitation was 'very good', with 29% opting for 'good'. None felt the facilitation was 'poor' or 'very poor'.

- 95% of stakeholders wished to receive the post-event report and would be interested in attending similar events in the future.

ATTENDEES

A total of 163 stakeholders attended the workshops, representing 120 organisations. The organisations represented across all workshops are shown below:

Aberdeenshire Council

Abingdon Town Council

AES Solar

Aggreko

AgilityEco

AMT-Sybex Ltd

Angus Council

Atkins

Barratt Homes

Berkeley Homes (Oxford & Chiltern) Ltd

Black Isle Cares

Blackbird Leys Parish Council

Blythswood Care

Bournemouth, Christchurch and Poole Council

Boyd Brothers

British Red Cross

Burns & McDonnell

Calne Without Parish Council

Centre for Sustainable Energy

Cherwell District Council

Citizens Advice Bournemouth Christchurch & Poole

Citizens Advice Hampshire

Citizens Advice Reading

Citizens Advice Scotland

Corfe Mullen Parish Council

Country Land and Business Association

Developer Services Southern Ltd

Dorset CLA

Dorset County Council

Dorset LEP

Dummer Parish Council

Dundee City Council

Dundee Health & Social Care Partnership

EA Technology Ltd

East and Central Sutherland CAB

East Hampshire District Council

Eastleigh Borough Council

Efacec Energia

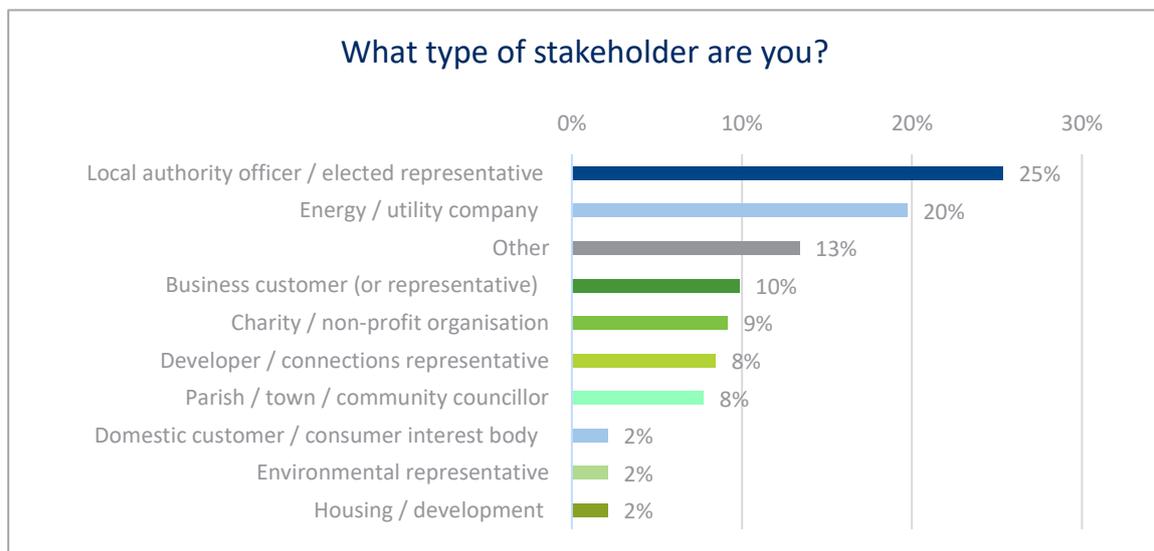|	
Eight Bells for Mental Health	IQA Group
Energy Action Scotland	J B Corrie & Co Ltd
Energy Network Services	Kinson Power Ltd
Energy Saving Trust	Kirkwood Homes
Federation of Small Businesses	Langstane Housing Association
FES Support Services	Local Energy Scotland
Fifield Parish Meeting	Lucy Electric UK Ltd
Flexitricity	Millerfirst Global
Forestry and Land Scotland	Moray Council
Freeland transport representative	Morrison Utility Services Ltd
Fundamentals Ltd	Mulholland Contracts
Galbraith	Noveus Ltd
GAP Group	Omexom
Global Energy Group	Oxford City Council
GMB Union	Oxfordshire County Council
Gosport Borough Council	PE Systems Ltd
Hampshire County Council	Persimmon Homes
Haste Ltd	PF Cusack (Tool Supplies) Ltd
Highland Council	PLPC Ltd
Highlands and Islands Enterprise	Police Scotland
Hive Energy	Portsmouth City Council
innogy Renewables UK Ltd	Power On Connections Ltd
Inverness Chamber of Commerce	Prysmian Cables and Systems Ltd
iPower Energy	Reading Borough Council

Rowlands Castle Parish Council

RS Renewables Ltd

Rushmoor Borough Council

S&C Electric Company

Schneider Electric

Scottish Environment Protection Agency

Scottish Fire and Rescue Service

Scottish Natural Heritage

Siemens

Solent University Southampton

Southampton City Council

Stantec UK

Stirling Council

Stirling District Citizens Advice Bureau

Stuart Burke Associates

SWARCO

Swindon Borough Council

Synaptec Ltd

Test Valley Borough Council

Thames Water

The Schools Energy Project

The Utility Solutions Company

University of the Highlands and Islands

Urban Foresight

Utility Customer Service Management Ltd

Veitch Cooper Ltd

Verwood Town Council

Warmworks

West Berkshire Climate Action Network

West Berkshire Council

West Oxfordshire District Council

Wiltshire Council

Winchester City Council

Wokingham Borough Council

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SUMMARY OF FEEDBACK

WORKSHOP ONE: INTRODUCTION

Attendance and breakdown by stakeholder type

Local authorities / elected representatives accounted for a quarter of the stakeholders that attended the six events, making them the largest stakeholder group overall. Energy and utility companies were the second largest group, accounting for a fifth of attendees. Businesses and non-profits were also relatively well represented, with each group accounting for 10% and 9% of attendees respectively.

What type of stakeholder are you?

Stakeholder type	Percentage
Local authority officer / elected representative	25%
Energy / utility company	20%
Other	13%
Business customer (or representative)	10%
Charity / non-profit organisation	9%
Developer / connections representative	8%
Parish / town / community councillor	8%
Domestic customer / consumer interest body	2%
Environmental representative	2%
Housing / development	2%

This document breaks the data down by stakeholder group, where appropriate. However, the results from domestic customer / customer interest bodies, environmental representatives, or housing / developer stakeholders have not been used as the number of respondents was not high enough to provide a robust data set.

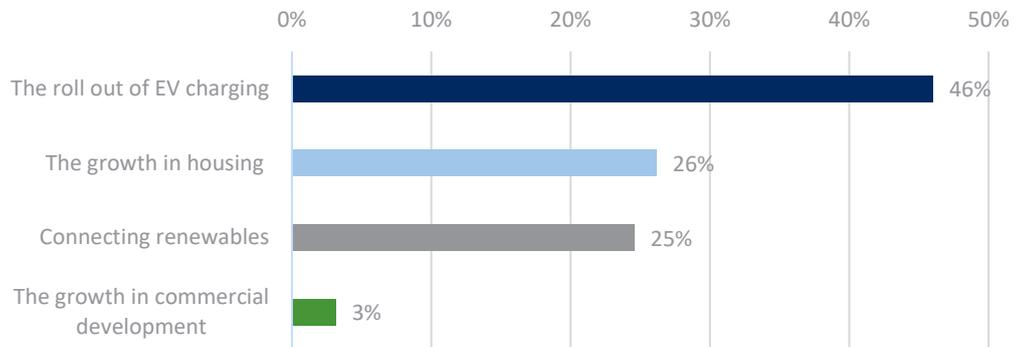Scottish & Southern Electricity Networks

Issues facing the local network

Following the discussion session, stakeholders were asked to vote on the most pressing issue facing their local area. Over the six events, the roll out of EV charging was viewed as the most important issue facing stakeholders' areas, with almost half of all attendees (46%) giving this issue their vote. Developers / connections representatives were the most likely stakeholder group to prioritise EV charging, with 73% voting for this as the most pressing issue facing the electricity network in their area. Local authorities touched on their plans for EV charging at the Bournemouth, Forres, Oxford and Portsmouth events, which ranged from electrifying the council's fleet to introducing an electric bus network.
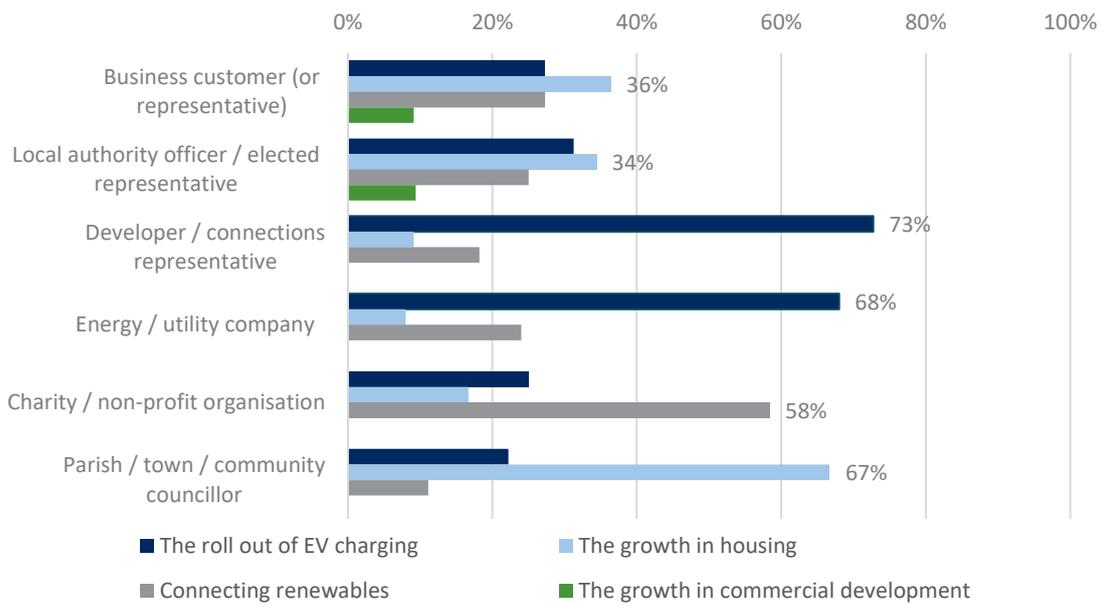
Connecting renewables and the growth in housing were seen to be of equal importance, attracting 25% and 26% of the overall vote respectively. The growth in housing was seen as a significantly less urgent issue in Scotland, with only 11% of stakeholders opting for it as the most important issue for the electricity network in their area at the Forres and Dunblane workshops. In contrast, the growth in housing was singled out as the most important issue facing the Oxford and Portsmouth areas during the electronic vote. It was also the case that across all six workshops, parish, town and community councillors were most concerned about the impact of housing growth on the electricity network, highlighting the localised nature of this issue.

There seemed to be a feeling across most stakeholder types, from charities and businesses to local authorities and developers, that connecting renewables was an important local issue. Opinion varied between regions: While renewable connections was seen as the biggest issue facing the area by only 10% of attendees in Oxford, it received the majority of the vote (62%) at the Forres event. However, it is worth noting that, while concern for the growth in housing took precedence in Oxford, the need for environmentally sustainable housing was raised a number of times during the table discussions. The climate emergency was widely discussed at most of the events, either as a global issue or a cause for local action, with a number of local authorities having declared a climate emergency.
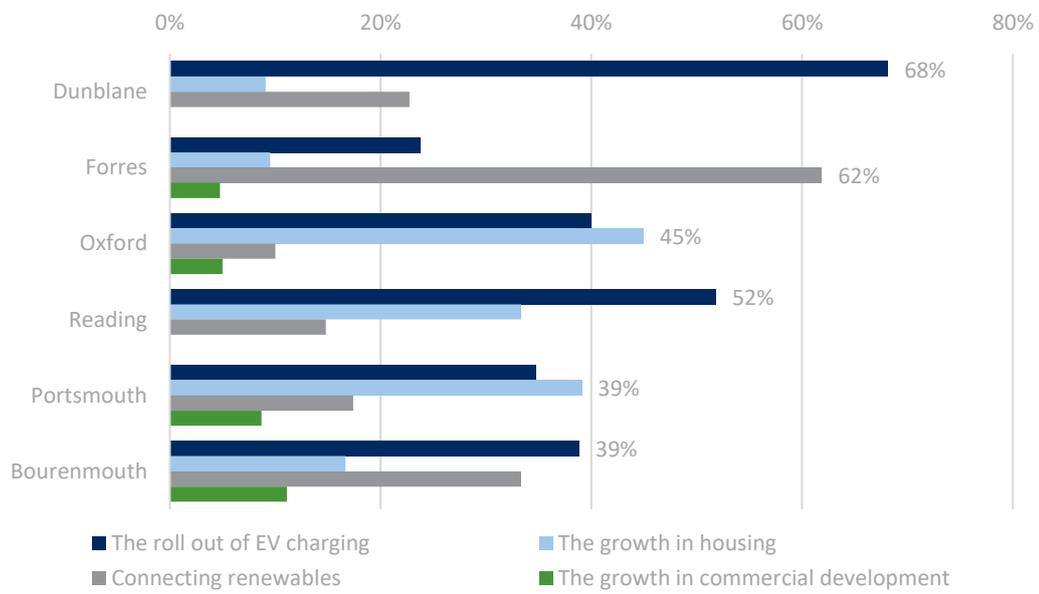
What do you think is the most pressing issue for the electricity network in your area?

Issue	Percentage
The roll out of EV charging	46%
The growth in housing	26%
Connecting renewables	25%
The growth in commercial development	3%

What do you think is the most pressing issue for the electricity network in your area?

Respondent type	Value
Business customer (or representative)	36%
Local authority officer / elected representative	34%
Developer / connections representative	73%
Energy / utility company	68%
Charity / non-profit organisation	58%
Parish / town / community councillor	67%

■ The roll out of EV charging   ■ The growth in housing
■ Connecting renewables   ■ The growth in commercial development

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What do you think is the most pressing issue for the electricity network in your area?

Area	The roll out of EV charging	The growth in housing	Connecting renewables	The growth in commercial development
Dunblane	68%			
Forres			62%	
Oxford		45%		
Reading	52%			
Portsmouth		39%		
Bourenmouth	39%			

■ The roll out of EV charging ■ The growth in housing
■ Connecting renewables ■ The growth in commercial development

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

Summary

Following the presentation, stakeholders were asked to discuss which of the three facets of the energy trilemma SSEN should prioritise: affordability, sustainability or reliability. After this discussion, there was a blank piece of paper exercise where 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 energy trilemma and stakeholder priorities

The collated results from the energy trilemma electronic vote reveal just how important the three competing elements are for stakeholders: Reliability emerged as the most important element, scoring an average of 8.4 out of 10, closely followed by environmental sustainability (8.04) and affordability (7.22). This is reflective of the opinions expressed at the individual events, where the average vote during the table exercise often fell towards the centre of the trilemma diagram. Reliability emerged as the most important facet during the electronic vote at all of the events apart from Dunblane and Oxford, where environmental sustainability took precedence. 75% of business representatives rated reliability as '10 – hugely important', along with a large proportion of utility companies and parish, community and town council representatives. This reflects the widespread concern that emerged for reliable energy supply during the discussions, where it was pointed out that a reliable network is key for the whole of society, from vulnerable customers to businesses.

How important is the following to you?
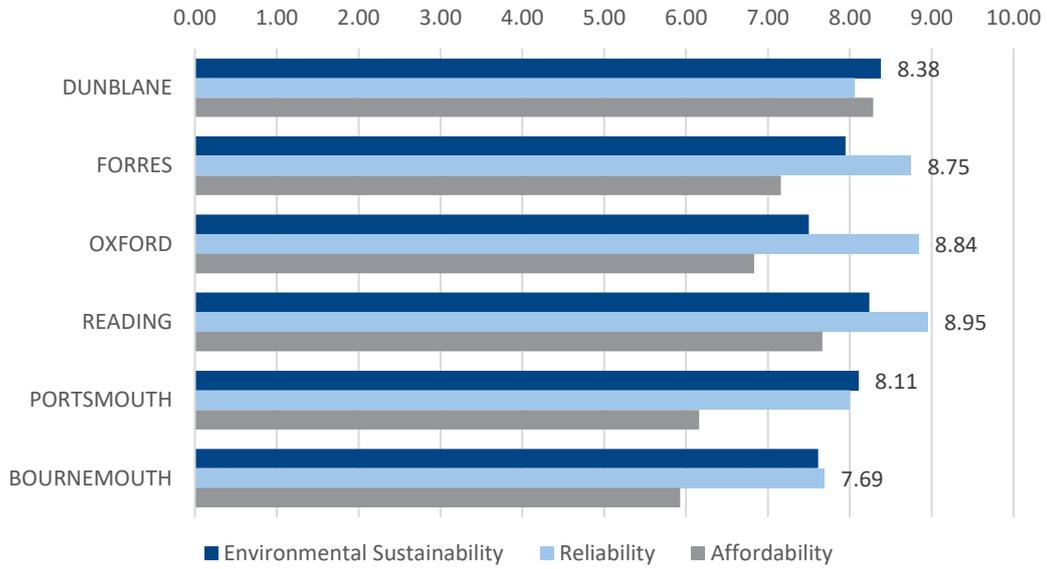## Average response (10 being 'hugely important')
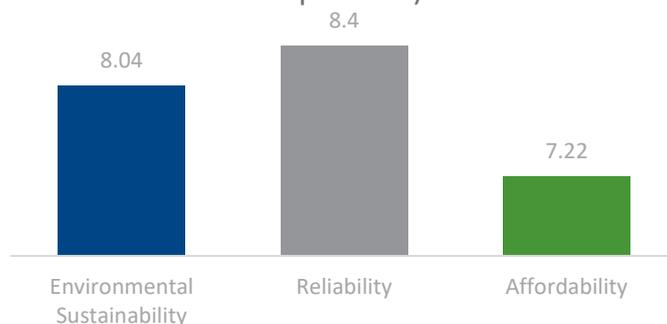
During this session, stakeholders were asked to place a sticker on the energy trilemma, indicating which of the facets they considered most important for SSEN to address. The blue squares display the average position of these stickers at each event, while the green square displays the average position across all workshops. This indicates a slight preference away from affordability, and marginally more towards reliability, than sustainability. However, it should be noted that there was a wide divergence of views across the workshops, with Reading favouring affordability more strongly, Bournemouth expressing a preference for sustainability, and stakeholders in Portsmouth opting for reliability.
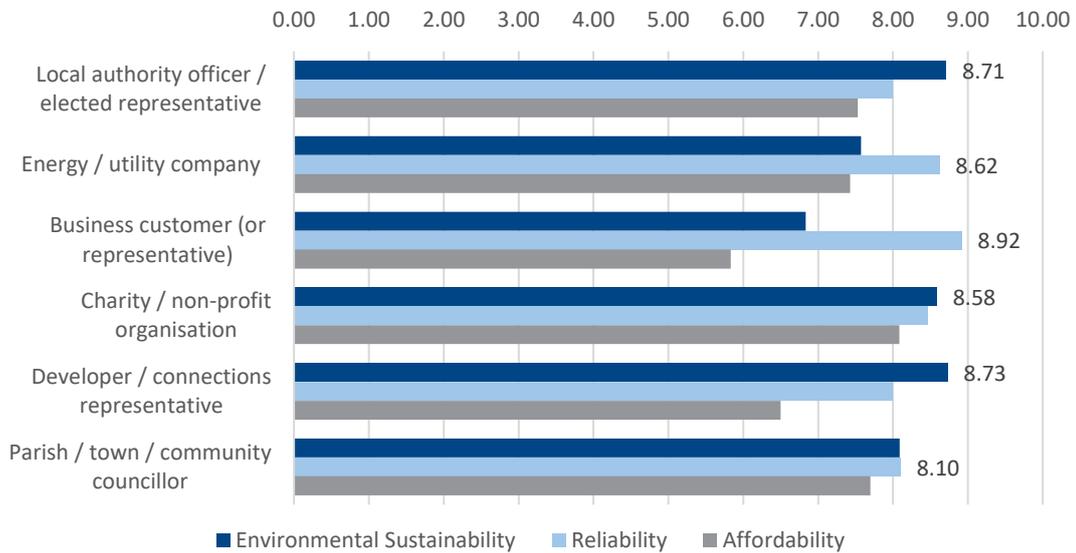
How important is the following to you?
Average response (10 being 'hugely important')

Location	Environmental Sustainability
DUNBLANE	8.38
FORRES	8.75
OXFORD	8.84
READING	8.95
PORTSMOUTH	8.11
BOURNEMOUTH	7.69

■ Environmental Sustainability ■ Reliability ■ Affordability

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

Role	Value
Local authority officer / elected representative	8.71
Energy / utility company	8.62
Business customer (or representative)	8.92
Charity / non-profit organisation	8.58
Developer / connections representative	8.73
Parish / town / community councillor	8.10

■ Environmental Sustainability ■ Reliability ■ Affordability

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The environment and sustainability were seen as key priorities across SSEN's areas. When stakeholders were asked to name their own priorities and rate them according to importance, environmental issues such as decarbonisation and connecting renewable generation emerged as the top priority in three of the six workshops, with the environment appearing high on the list of priorities at the remaining three events. Overall, environmental sustainability seemed to be particularly important for charities, developers and local authorities, with over half of the representatives of these groups rating this issue as '10 – hugely important'. It is worth noting, however, that environmental sustainability was given an importance of '10' by at least one representative from each stakeholder type, highlighting the overarching importance of this issue.

Although affordability scored lower than the other two trilemma elements on average, it is worth noting that the mean vote at all six events consistently fell above '5 – quite important', ranging between 5.93 (Bournemouth) and 8.29 (Dunblane). Generally, and perhaps unsurprisingly, affordability tended to take on more importance for charity representatives, with businesses and developers more likely to rate it below '5 – quite important'. During the table exercise where stakeholders were asked to name and prioritise their own priorities for SSEN, vulnerability, affordability or fuel poverty were given as priorities at all six events, with the top priorities named as consumer vulnerability in Dunblane and affordability in Oxford.

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 table below shows the amalgamated outcomes of this exercise across all six workshops.

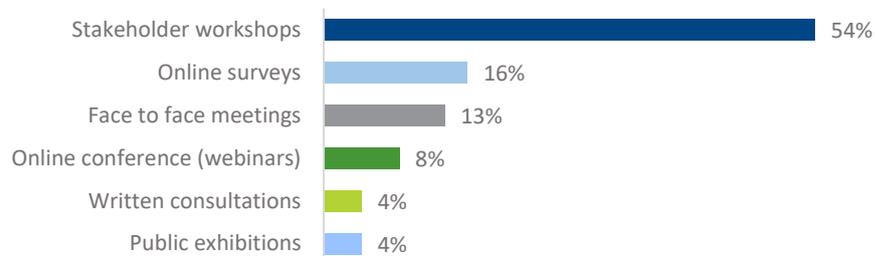| Priority	Votes
Decarbonisation / environment / sustainability	113
Consumer vulnerability	60
Reliable network / reliability / keeping the lights on / continuity	59
Communication, collaboration & partnership working	42
End-to-end engagement and consumer education	39
Local and microgeneration / decentralisation	35
Affordability	35

Priority	Votes
Smart data, digitisation, information sharing, flexible networks, DSO	31
Horizon scanning / trials / innovation	31
Connections	28
Capacity / infrastructure for EV	26
Localisation	23
Planning for growth / clean growth / Strategic Development Plans / Sustainable developments	20
Future-proofing the network	19
Rural sustainability and worst-served customers	17
Sector leading / leadership	14
Resilience	12
Lobbying / political engagement	11
Safety	11
Climate emergency	11
Incentivising / subsidising green technologies	11
Workforce Renewal and Skills / optimising human resources	10
Planning for growth	10
Essential infrastructure	10
Working with other networks; whole systems approach	13
Customer service	9
Fairness	8
Promoting energy efficiency / fuel poverty initiatives	8
Recycling / second life batteries	7

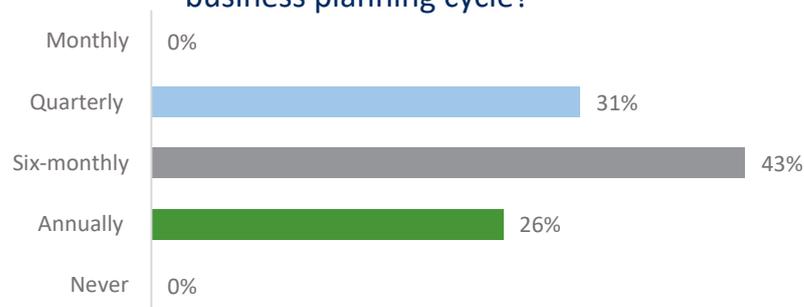| Priority	Votes
Visibility	7
Environmental leadership / awareness	6
Capacity	6
Network planning (& information)	5
Rural sustainability	5
Rapid delivery	4
Payment of suppliers and subcontractors	4
Energy efficiencies	4
Maximising utilisation of existing assets	4
Renewable connections	3
Battery storage	3
Reducing bureaucracy	2
Smart cities	2
Queue management	2
Worst-served customers	1
Planning and scheduling of works	1
SF6	1
Responsive investment	1

Stakeholder engagement for RIIO ED2

When stakeholders were asked how they would like to be involved in the RIIO-ED2 Business Plan process, stakeholder workshops were by far the most popular option, claiming 54% of the total vote. The largest proportion of stakeholders (43%) expressed a preference for engaging with the RIIO-ED2 business planning cycle twice per year. There was no real consensus around attending an online conference, as the vote was split between all 10 options, with '5 – possibly' the most popular option.

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

Stakeholder workshops	54%
Online surveys	16%
Face to face meetings	13%
Online conference (webinars)	8%
Written consultations	4%
Public exhibitions	4%

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

Monthly	0%
Quarterly	31%
Six-monthly	43%
Annually	26%
Never	0%

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

Avg. 5.29 / 10

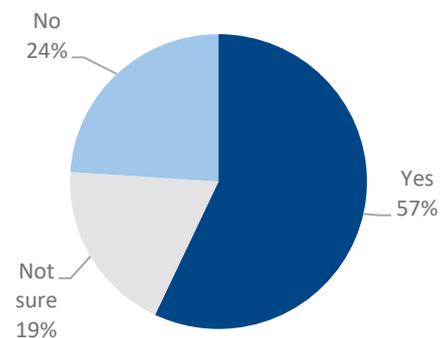| Score	Percentage
10	10%
9	3%
8	10%
7	7%
6	4%
5	22%
4	8%
3	12%
2	10%
1	11%
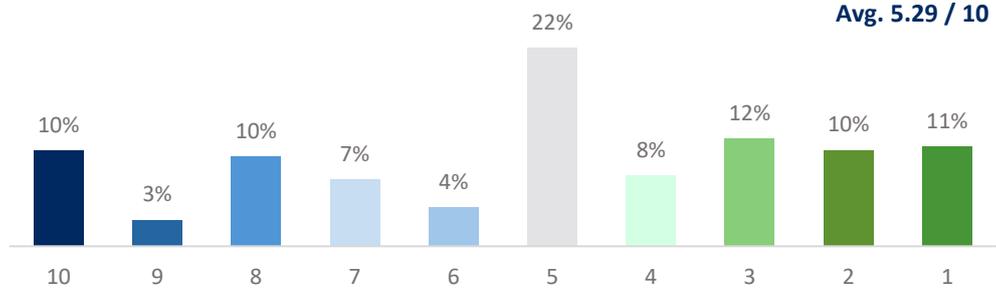
WORKSHOP THREE: SUPPORTING CONSUMERS IN VULNERABLE SITUATIONS

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 new consumer vulnerability strategy (2019 – 2025). During the table discussions, stakeholders were asked to suggest activities that SSEN could carry out under each of the five Ofgem themes.

How do you feel about the following statement?
"SSEN's four priority areas are still fit for purpose"

Avg. 4.06 / 5

Strongly agree	26%
Agree	56%
Neutral	16%
Disagree	1%
Strongly disagree	1%

Do you know what the Priority Services Register is?

- No 24%
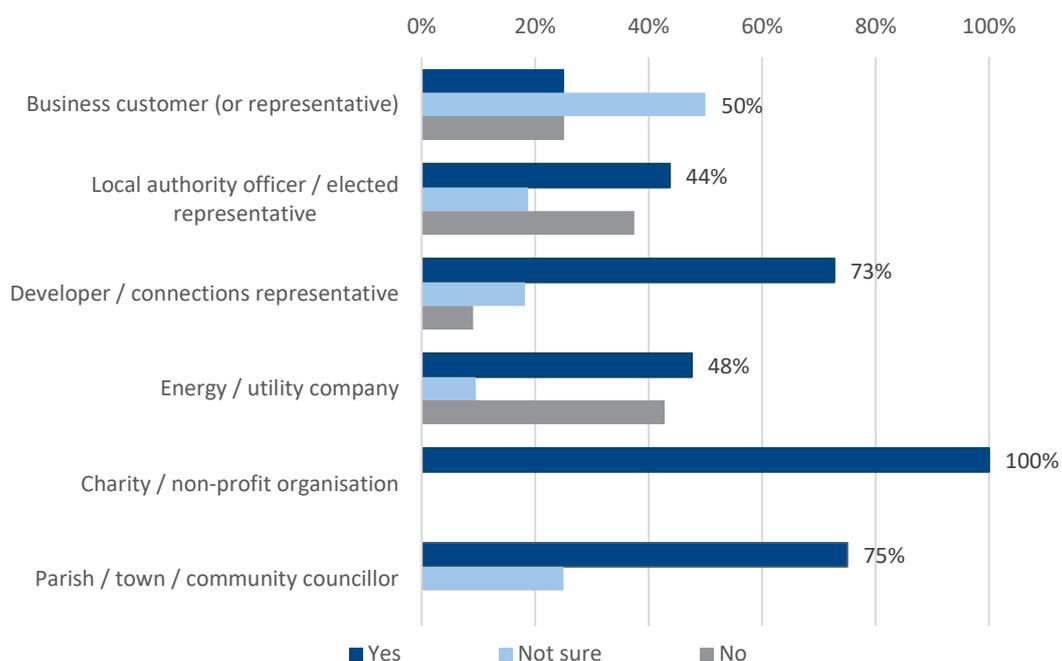- Not sure 19%
- Yes 57%
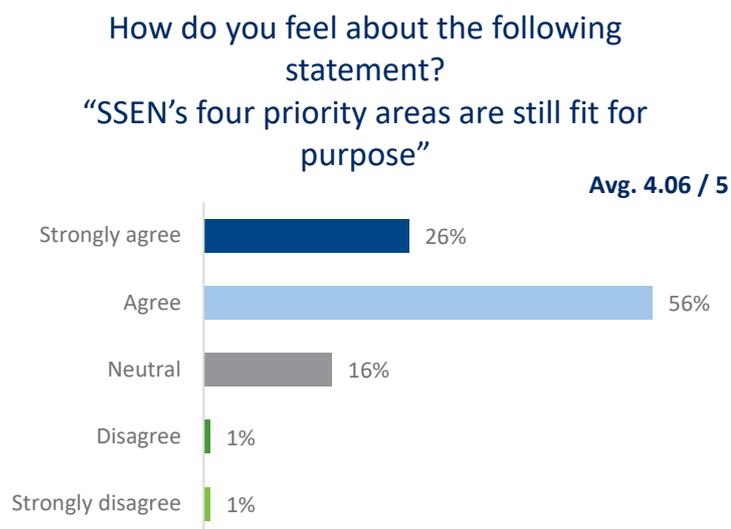
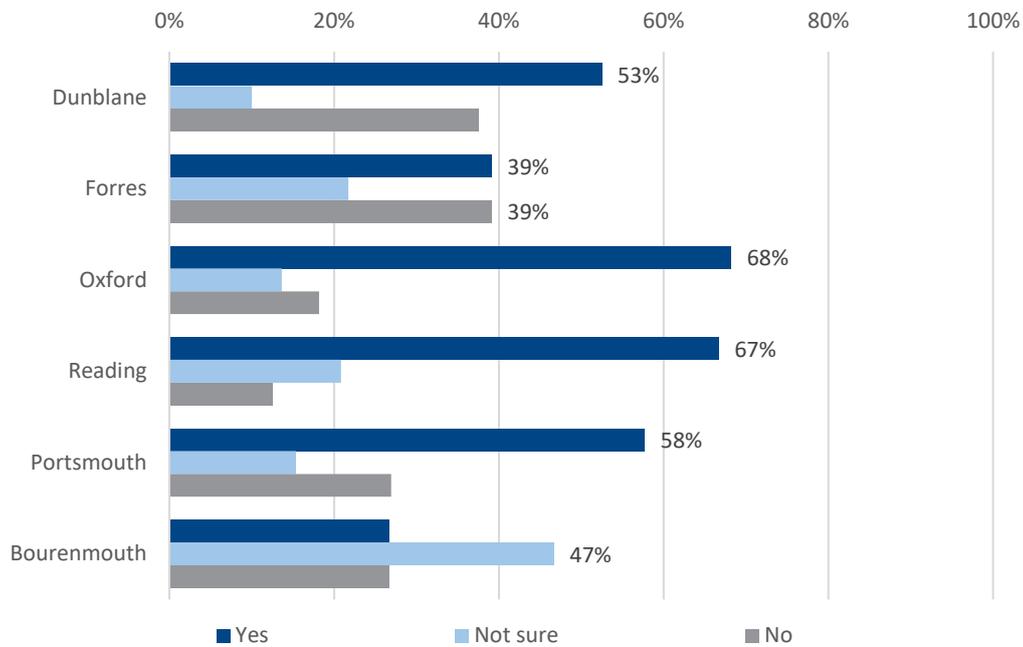## The PSR and SSEN's priority areas

57% of stakeholders indicated that they were familiar with the PSR. At a number of the events, stakeholders expressed their surprise that they had not heard of the PSR before, despite working in the industry. This reflected a widespread sentiment that promoting the PSR should be a priority for SSEN.

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Stakeholders generally felt that SSEN's four priority areas are still fit for purpose, with 82% of stakeholders agreeing or strongly agreeing with this statement. Charities and businesses seemed to be most strongly in agreement, with 92% of each group voting 'agree' or 'strongly agree'.

Do you know what the Priority Services Register is?

Categories (top to bottom):
- Business customer (or representative): 50%
- Local authority officer / elected representative: 44%
- Developer / connections representative: 73%
- Energy / utility company: 48%
- Charity / non-profit organisation: 100%
- Parish / town / community councillor: 75%

Legend: Yes | Not sure | No

Do you know what the Priority Services Register is?

Chart showing responses (Yes, Not sure, No) by region:

- **Dunblane**: Yes 53%
- **Forres**: Yes 39%, No 39%
- **Oxford**: Yes 68%
- **Reading**: Yes 67%
- **Portsmouth**: Yes 58%
- **Bourenmouth**: Not sure 47%

Legend: ■ Yes ■ Not sure ■ No

Supporting vulnerable customers within Ofgem's themes

When stakeholders were asked to prioritise the five Ofgem themes, theme 1, 'improving identification of vulnerability and smart use of data', emerged as the most important theme at four of the six events. According to the electronic vote, the Ofgem theme that stakeholders felt SSEN would have to work hardest to achieve was theme 5, 'working with partners to tackle issues that cut across multiple sectors', which attracted votes from almost a third of stakeholders (30%). This theme received a high proportion of the votes in all six regions and received support from all stakeholder types, proving particularly popular among local authorities, with 44% of local authority representatives opting for theme 5, along with 25% of charities and 28% of utility companies. Although theme 1, which addresses the identification of vulnerability, was chosen by over a third of parish councillors, utility companies, developers and businesses, unlike theme 5, it failed to get support from all stakeholders types, suggesting that theme 5 is important for a wider range of sectors.

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	30%
Improving identification of vulnerability and smart use of data	25%
Supporting those struggling with their bills	20%
Driving significant improvements in customer service for vulnerable groups	14%
Encouraging positive and inclusive innovation	12%
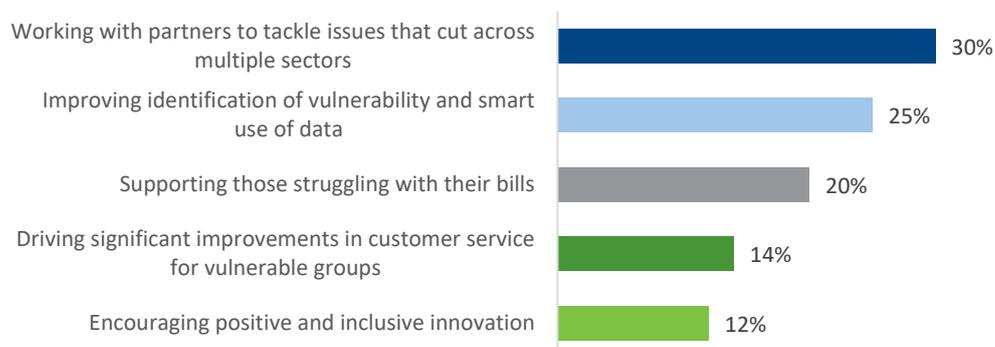
At all six of the events, stakeholders identified GDPR and other data sharing regulations as a significant barrier to identifying vulnerable customers (theme 1) and to working with partner organisations (theme 5), which is perhaps one of the reasons why theme 5 was identified as the area that required the most work from SSEN. There was also general consensus that working with partners is beneficial because it can avoid duplicating work, improve SSEN's services by promoting learning from best practice, and help to identify the customers need support. Across the series of workshops, stakeholders suggested practical ways that SSEN could work with partners such as hospitals, doctor's surgeries, schools, charities and councils.

Supporting and reaching under-represented groups

Partnerships were also seen as a good way to support under-represented groups, which included those in post-hospital recovery and people who are unable to communicate in English. Stakeholders suggested working with partners such as local groups for those with hearing or sight loss, religious organisations, the healthcare sector and community groups.
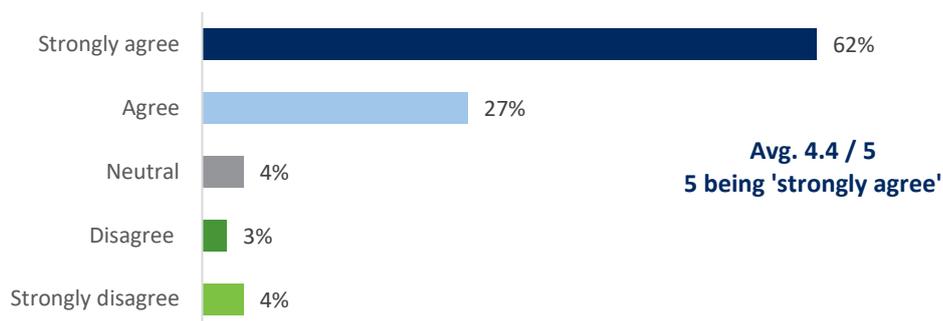
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WORKSHOP FOUR: OPERATING IN A SUSTAINABLE WORLD

Summary

The presenters introduced stakeholders to the United Nations Sustainable Development Goals (UN SDGs), a collection of 17 goals designed to help countries achieve peace and prosperity. Stakeholders were asked to identify the top five goals that SSEN Distribution should focus on and outline the activities that SSEN should undertake to help achieve them.

SSEN and 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	62%
Agree	27%
Neutral	4%
Disagree	3%
Strongly disagree	4%

Avg. 4.4 / 5
5 being 'strongly agree'

89% of those who attended the workshops agreed or strongly agreed that DNOs should take a leading role in achieving Net Zero by proactively enabling the sustainability agenda, showing that there is strong support for SSEN to take a leading role in facilitating sustainability. The strongest support came from charities and businesses, all of whom were in agreement with this statement, although there was widespread support across all stakeholder types. The average vote at all six events came in at 4 out of 5 or above, indicating widespread support across SSEN's region for the company to engage with sustainability. This was reflected by stakeholders' suggestions for actions that SSEN could take to achieve the SDGs, many of which were centred on how the company can help society to move away from fossil fuels and towards renewable sources of energy.
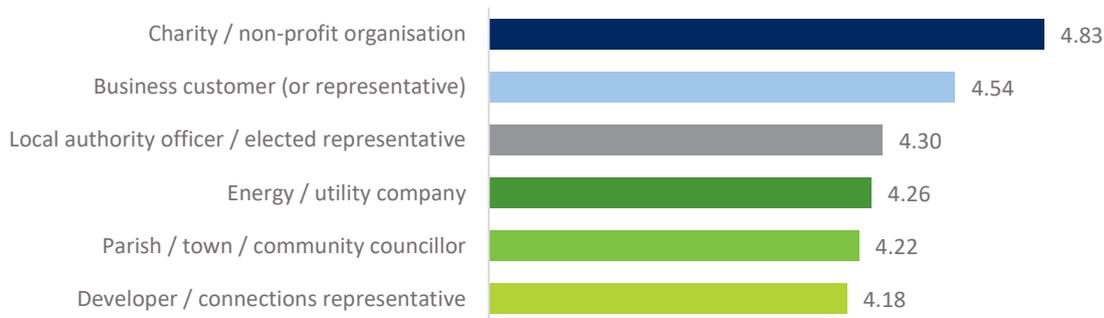
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How do you feel about the following statement? "DNOs should take a leading role in achieving Net Zero by proactively enabling the sustainability agenda" Average vote / 5

Location	Average vote
Dunblane	4.1
Forres	4.63
Oxford	4.21
Reading	4.52
Portsmouth	4.62
Bournemouth	4.67

How do you feel about the following statement? "DNOs should take a leading role in achieving Net Zero by proactively enabling the sustainability agenda" Average vote / 5

Category	Average vote
Charity / non-profit organisation	4.83
Business customer (or representative)	4.54
Local authority officer / elected representative	4.30
Energy / utility company	4.26
Parish / town / community councillor	4.22
Developer / connections representative	4.18

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SSEN's role in achieving the UN's SDGs

When stakeholders were asked to identify the top five SDGs that SSEN should focus on, 'Affordable and Clean Energy' and 'Industry, Innovation and Infrastructure' received the most support, accounting for 69% and 68% of the total vote respectively. These two SDGs received support at all six of the events and across stakeholder types, with a similar proportion of stakeholders voting for them from each stakeholder type. The most common suggestion as to how SSEN could help to achieve the 'Affordable and Clean Energy' SDG was to make it easier and more affordable to connect renewables to the network. It was widely felt that SSEN could achieve the 'Industry, Innovation and Infrastructure' goal by investing in technology and infrastructure that supports renewables and by engaging and collaborating with organisations such as universities, other DNOs and innovators. SSEN's role in the EV roll out and battery storage was widely discussed in the context of this goal at the workshops.
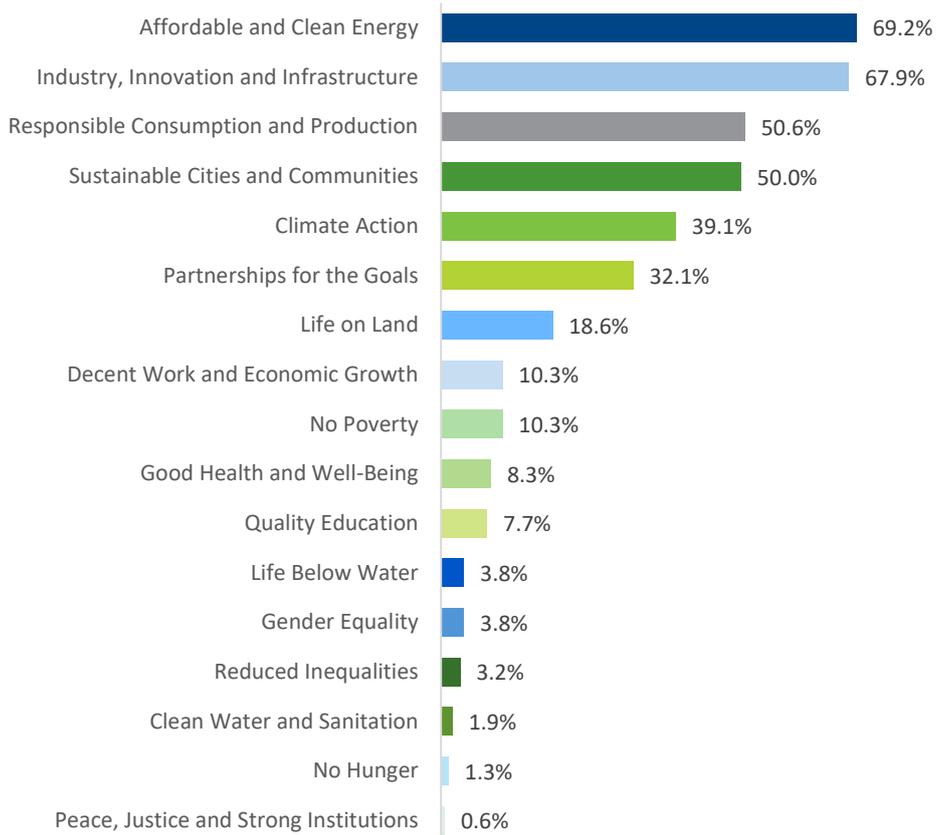
'Responsible Consumption and Production' came in as the third most important SDG with 51% of the vote, also drawing support from across the board, although it was slightly more popular among businesses and energy companies / utilities than with other stakeholder types. This perhaps reflects stakeholders' suggestions that SSEN should ensure that sustainable practices are adopted throughout the supply chain, a recommendation that was made at most of the events. Another common recommendation was that SSEN should tailor its company culture to meet this SDG by reducing waste and adopting sustainable practices, such as banning single-use plastic cups at its offices. There was agreement at all the events that SSEN has a role to educate consumers on sustainable consumption and energy efficiency.

'Sustainable Cities and Communities' also received support across stakeholder groups. Common suggestions for SSEN actions within the framework of this SDG included providing power for new developments and getting involved in planning; facilitating the EV network; and working with local energy groups and Constrained Managed Zones (CMZs). At most of the events, stakeholders discussed SSEN's lobbying role, with a mix of stakeholders calling on the company to become more active in lobbying government about energy policy and provisions for sustainability in housing regulations.

At all six events, stakeholders called on SSEN to collaborate with partners with a view to achieving the goals. The high number of wide-ranging suggestions from across the events clearly demonstrates that there is appetite for collaboration on sustainability. While some highlighted the importance of looking at and adopting best practice from other countries, others felt that better regional planning was part of the solution. Suggestions for potential partners included academics, charities, local authorities, government and suppliers.

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')

SDG	Percentage
Affordable and Clean Energy	69.2%
Industry, Innovation and Infrastructure	67.9%
Responsible Consumption and Production	50.6%
Sustainable Cities and Communities	50.0%
Climate Action	39.1%
Partnerships for the Goals	32.1%
Life on Land	18.6%
Decent Work and Economic Growth	10.3%
No Poverty	10.3%
Good Health and Well-Being	8.3%
Quality Education	7.7%
Life Below Water	3.8%
Gender Equality	3.8%
Reduced Inequalities	3.2%
Clean Water and Sanitation	1.9%
No Hunger	1.3%
Peace, Justice and Strong Institutions	0.6%

SUSTAINABLE DEVELOPMENT GOAL	SUGGESTED ACTIVITIES
Affordable and Clean Energy **69.2%** of stakeholders chose this SDG as one of their 'top 5' **7 AFFORDABLE AND CLEAN ENERGY**	• Electrification of heat (Dunblane) • Lobby for change, e.g. on building regulations (Dunblane, Oxford, Reading) • Promote local generation and local energy solutions (Dunblane, Forres, Reading, Portsmouth) • Make renewable connections a priority (Dunblane, Forres, Oxford, Reading, Portsmouth) • Bring connection costs down / make it easier to connect (Dunblane, Portsmouth) • Use technology to reduce the cost of renewables / fund innovation (Dunblane, Oxford, Reading, Portsmouth) • Create a positive vision for the future and take the lead (Dunblane, Reading, Portsmouth) • Increase energy efficiency (Dunblane, Forres, Portsmouth) • Proactive reinforcement / invest ahead of need (Oxford) • Bring back the Feed-in Tariff / subsidies (Oxford, Reading) • Battery storage (Reading) • Smarten the grid / continue the transition to DSO (Reading, Portsmouth, Bournemouth) • Give free advice on renewable connections (Bournemouth) • Promote the PSR (Bournemouth) • Create regional-specific strategies (Bournemouth) • Maximise network access and flexibility (Bournemouth)

Industry, Innovation and Infrastructure **67.9%** of stakeholders chose this SDG as one of their 'top 5' **9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**	• Focus on innovative technology / work with academics / other DNOs (Dunblane, Oxford, Reading, Portsmouth) • Ensure that the network is resilient and reliable (Dunblane, Forres, Reading) • Invest in infrastructure / reinforce the network to support renewables (Dunblane, Forres, Portsmouth, Bournemouth) • Establish partnerships and lead the agenda (Dunblane) • Continue to upgrade the network to increase efficiency (Dunblane) • Promote LEDs (Dunblane) • Decentralisation of the network (Dunblane) • Incentivise / invest in battery storage (Forres) • Invest in microgeneration / encourage community energy (Forres, Bournemouth) • Electrify your fleet and plant (Forres) • Lead the way in electric airports (Forres) • Bring emerging technology into large-scale industries (Oxford, Reading, Portsmouth) • Work with your supply chain to reduce environmental impacts (Oxford) • Install charging points (Reading, Bournemouth) • Recycle EV batteries (Reading, Portsmouth, Bournemouth) • Help to make EVs affordable (Reading) • Consider hydrogen (Reading) • Push for a more strategic approach to planning (Reading) • Look into energy from waste (Reading) • Promote safety (Reading) • Use demand-side response (Portsmouth) • Increase workforce resilience (Bournemouth)

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| Responsible Consumption and Production **50.6%** of stakeholders chose this SDG as one of their 'top 5' **12 RESPONSIBLE CONSUMPTION AND PRODUCTION**	• Life-cycle analysis / environmental impact assessments (Dunblane, Oxford) • Reduce SF6 and other harmful materials (Dunblane, Portsmouth) • Ensure supply chain traceability and set targets for contractors (Dunblane, Forres, Reading, Portsmouth, Bournemouth) • Reduce waste / ban single-use plastic (Dunblane, Forres, Oxford, Reading, Portsmouth) • Electrify your fleet and plant / use suppliers who have done so (Dunblane, Forres, Oxford, Portsmouth) • Increase the capacity of energy from renewable sources (Forres) • Instigate a carbon capture (Forres) • Improve the consenting process on connections (Forres) • Localise energy production and consumption (Forres) • Invest in community funds (Oxford) • Disincentivise fossil-fuel generation (Oxford, Portsmouth) • Conduct meaningful research into hydroelectric power (Oxford) • Commit to reducing your carbon emissions by 50% by 2030 (Oxford) • Bring more sustainable substations onto the grid (Oxford) • Drive the fair tax accreditation and living wage down your supply chain (Reading) • Make SSEN's carbon pledge and achievements clear (Reading) • Lobby for government subsidies for insulation (Reading) • Educate consumers on energy efficiency (Reading) • Invest to avoid losses in the network, e.g. thicker cables (Reading) • Ensure that SSEN office lights have sensors (Portsmouth) • Expand smart metering and ensure clarity (Portsmouth) • Educate consumers and children (Portsmouth, Bournemouth)

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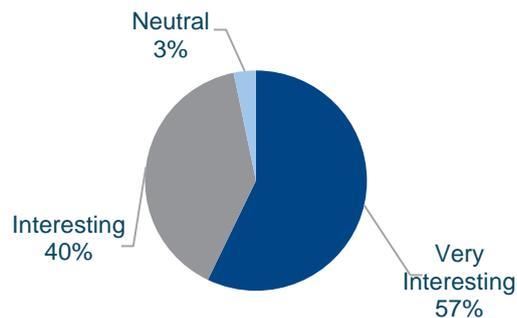
**2. Did you feel that you had the opportunity to make your points and ask questions?**
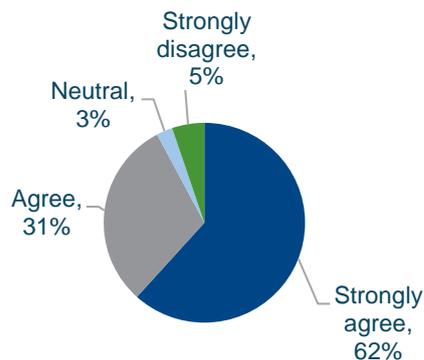
Comments:

- "Excellent workshop where I have had the opportunity make my opinion heard."
- "Useful to hear questions from others which I hadn't thought of myself."
- "Very worthwhile. Glad I attended."
- "Really well facilitated."
- "The small group format worked well."

- "Interesting wide-ranging discussions."

3. Did we cover the right topics for you on the day?

Strongly disagree, 1%
Strongly agree, 20%
Neutral, 16%
Agree, 63%
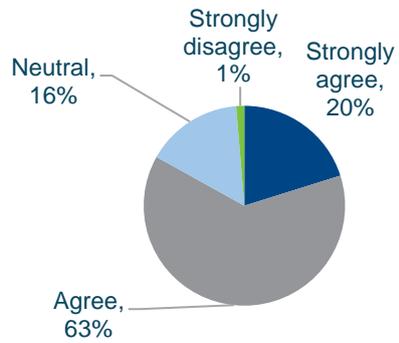
Comments:

- "Good to see the green agenda is being included in the discussion today."
- "Very useful to hear about the PSR and your work."
- "Very much so."
- "Great level of discussion."
- "Really good."

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

Neutral, 4%
Good, 29%
Very good, 68%
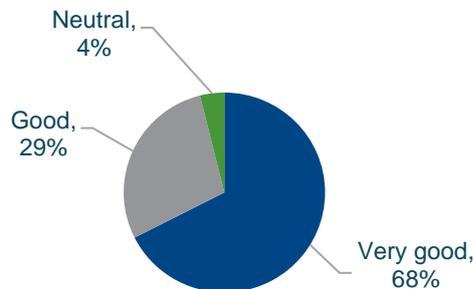
Comments:

- "The tablets were great to read rather than main screen. Voting was very engaging."
- "Very knowledgeable, quickly put the group at ease, easily able to distil key points from discussions."
- "Kept the discussion flowing."
- "Excellent […] timekeeping; very knowledgeable."
- "The meeting was managed very well and you were given an opportunity to raise any concerns."

5. Any other comments?

- "Hugely interesting discussion around the table."
- "Fantastic event, very informative, SSEN doing a great job."
- "I go to quite a few network events. For whatever reason, this felt like a really good one."
- "Interesting to be with people who see electricity from a different perspective."
- "Brilliant opportunity to input ideas."
- "Very well run, facilitator was extremely good."

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

No, 5%

Yes, 95%