

SSEN Digital Action Plan

December 2020



Scottish & Southern
Electricity Networks

Foreword

As we continue to deliver our digital strategy we are building our capability to deliver new products and services that are tailored to the needs of our customers and stakeholders.

Whilst much of our investment and action is below the surface in organising our business, readying our data, and establishing digital platforms, it is all necessary to enable us to meet your needs in an efficient way and to a standard you expect.

As well as building our core capability we have engaged our customers, industry peers, policy makers and digital experts in order to better understand our customer and stakeholder needs, the products and services that serve those needs, and the digital capabilities we need to utilise, within or outside of our business, to deliver whole system efficiency and value.

We also recognise that we need to lead and have a positive impact on society. On the highest priority challenges such as net zero emissions and supporting vulnerable customers, we are helping stakeholders understand the opportunity of working with us, using our data, and becoming part of our network. Combined, this shapes our action plans and priorities which ensures we invest in areas that deliver benefits to stakeholders and broader society.

Our Digital Action Plan is our commitment to you, your service catalogue describing the digital products provided by SSEN and wider industry. It describes the future products and services we want to develop, based on our understanding of what is most valuable to our customers, stakeholders and communities.

Our plan is shaped by your feedback and continued engagement, and developed in collaboration with partners from across our ecosystem.

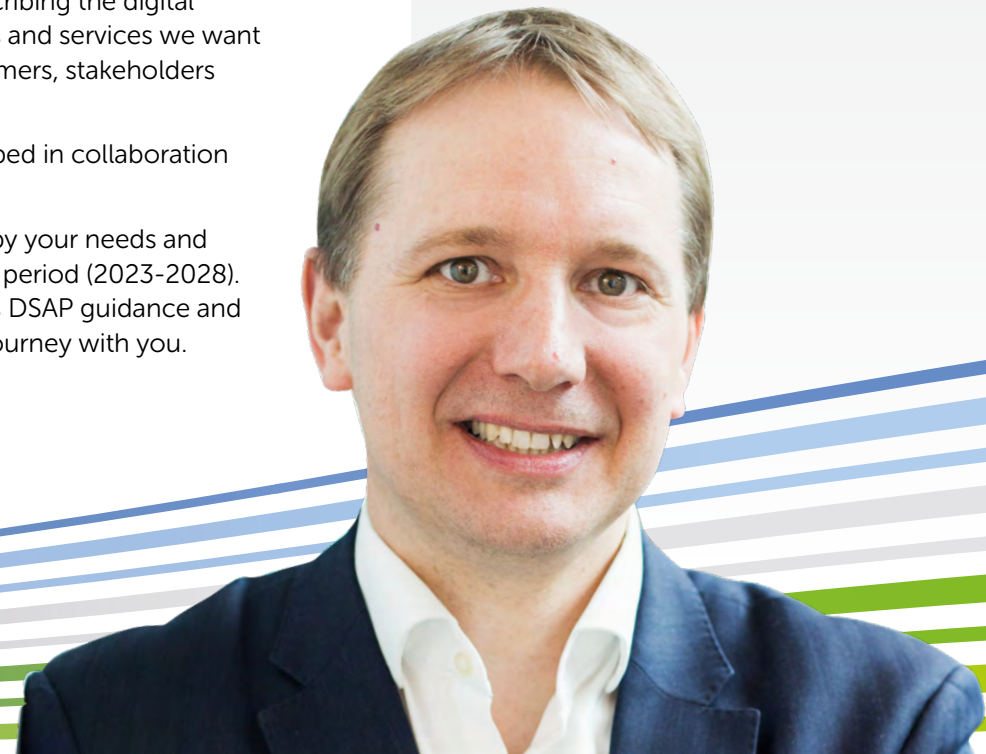
It will continually evolve, updated every six months and is open to be shaped by your needs and growing clarity on how our industry will operate in the RIIO-ED2 price control period (2023-2028). We have developed our Digital Strategy and Action Plan (DSAP) using Ofgem's DSAP guidance and in line with our own set of Principles and we look forward to continuing this journey with you.

Andrew Roper

Distribution System Operations Director,
SSEN Distribution

SSENs Digital Strategy and Action Plan Principles will inform our decision making as we realise our digital strategy

1. **Driven by need** – what is needed by our customers, stakeholders and to deliver broader policy goals and ambitions for the UK
2. **Prioritised by value** – we will invest where there is a clear case to do so, and ensure we deliver in a cost efficient way
3. **Tailored to our stakeholders** – our services will be specific to those that will use them most.
4. **Committed to enabling an affordable transition to net zero** – we must ensure we continue to progress the collective journey to net zero, digitalisation is a key enabler



Our Digital Strategy

We aspire to be at the forefront of the future energy system. To do so, digital will continue to play an important role in realising our aspiration. We are several years into our digital journey and are now seeing the benefits of our strategic investments in digital capabilities.

Our Digital vision

To be a progressive network owner that uses digital to:

- i. Enhance social and economic value;
- ii. Provide a leading experience across all our customer types;
- iii. Enable the energy system to reach net zero carbon emissions; and
- iv. Drive internal efficiencies, reducing cost to serve

Continue to build the digital foundations

- Continue to build the critical capabilities to not just meet but exceed our obligations as a leading network operator. This is the right thing to do for our customers, and the communities we serve and the energy system.
- This will strengthen our current network and Distribution System Operations, delighting our customers, employees and leading the UK's transition to a low carbon world.

Building an Open Data future in the wider ecosystem

- We will intimately understand the current and evolving needs of our various customer types by building customer centric propositions.
- In parallel, we will champion the value of Open Data in building customer centric propositions. This includes defining and iterating data standards in collaboration with other DNOs, ESO and TOs.
- To help progress the Open Data agenda we will pilot the secure sharing of data with trusted partners to test and learn.

Enabling the future whole energy system and competition

- Enable a competitive marketplace underpinned by Open Data. This provides a platform for trusted partners to provide new services for our consumers and build innovative business models.
- We will focus on ensuring our customers understand the value of these new services such as vehicle-to-grid and have access to them.

Our intent is to develop our business across four areas;

Customer and Ecosystem

- Customer experiences that are relevant, simple, effortless and personal
- Partnerships across the ecosystem to source capabilities and innovative ideas

Platforms

- Platform capabilities to optimise investment decisions.
- Platforms based on Open Data across the energy system and wider with appropriate governance and standardisation.

Insights and Automation

- Automation of key end-to-end processes.
- Data-driven decision making that uses AI.
- Strong cyber security and data privacy standards.
- Data exchange and value focused services for our strategic partners.

Organisational Alignment

- Empowered and agile multi-functional teams.
- Digital and data skills and capabilities
- Customer facing teams organised around a clear customer need / purpose.

Contents

Introducing our Digital Action Plan



Introducing our Digital Action Plan
Page 6



Driven by customer and stakeholder needs
Page 7

Our Digital Action Plan



Our Digital Roadmap
Page 9



Our existing digital services
Page 10



The products and services we will deliver in the next 12 months
Page 11



The products and services developed in collaboration with others
Page 12



The digital capabilities we are developing
Page 13



Ensuring we deliver for our stakeholders
Page 14

Open to you



How you can shape our DSAP
Page 16

Introducing our Digital Action Plan



Introducing our Digital Action Plan

Our Digital Action Plan brings to life a key aspect of our Digital Strategy, summarising the products and services within our 'Customer and Ecosystem' strategic commitments

We believe that compelling customer experiences should be anchored in a deep understanding of both the current and future needs of our 3.8m customers as well our other consumers and stakeholders. As we identify and address needs in the near term we must always be working towards the long term goal of net zero carbon emissions in partnership with our wider ecosystem, helping to realise broader societal benefit through our investments.

To evolve our Digital Strategy and produce our first Action Plan, we have engaged a wide range of customers, stakeholders and experts, and developed draft personas to capture their needs, priorities and expectations from digitalisation.

Our Digital Strategy and the propositions it includes guide us in the development and delivery of the products and services outlined in this Action Plan. It also provides a guide towards those products that may be needed in future. For all products and services, we evaluate who will benefit, when they will be available and how we will measure success.

We also provide an overview of the significant work underway internally to develop our digital and data capabilities, laying the foundations that will deliver on our ED2 commitments and broader role in realising net zero emissions.

Recognising that digital transformation is a journey of evolving knowledge, innovation and collaboration, we will update our Digital Action Plan every six months to report progress against goals, adding new products and services as informed by stakeholder engagement. We also intend to iteratively improve this document through feedback with an aspiration to move the content to an interactive digital format online by Summer 2021, allowing us to better demonstrate the benefits and seek feedback on products and services for each customer and stakeholder group.

1 Our actions are shaped by our customers

Our 3.8m customers

Customers in Vulnerable Situations

DER owners and Aggregators

Partners and Peers

Planning Partners and Policy Makers

2 Based on their needs we have defined a set of propositions

Immediate and real-time outcomes

Tailored insight as part of new flexibility propositions

Contextual data that is easily discoverable

Joint platforms for co-creating and maintaining investment plans across energy vectors on a regional basis

Ability to engage through a preferred channel

Information that builds confidence in flexibility markets

Self-serve platforms sharing network growth and capacity information

Tailored services for those in vulnerable situations

Clear demonstration where customers can support in managing our network

Value adding intelligence from sophisticated data tools

Collaboration with communities and support organisations

3 And are delivering a set of products and services

Developing the Flexr service to share Distributed Energy Resource asset information

Improved ICP and 3rd party access to network records and asset information

Enhancing our SSEN website and range of digital channels

Updating Power Track to show EV charging points during a power cut

Enhancing our Power Track app to support customers during outages

4 All aligned to our ED2 Strategic priorities

Accelerating progress towards a net zero world

Providing valued and trusted customer service

Delivering a safe and resilient network

Our journey to create customer insight and design new digital propositions

We will validate and mature our personas through further customer research and data, and use this as an input to a customer-centric design approach.

Our work so far

Using the data and research from our Stakeholder Engagement and touchpoints we have with our customers every day, we have created a rich set of insights on each of our segments.

We are now building out a set of personas across these segments that capture our customers' and stakeholders' digital needs.

We have developed the foundations to continually evolve these personas and use them in the design and delivery of targeted products and services.

Business Customers
Flexibility Services Providers
Community and Society
Additional support or adapted services

"I need reliable and affordable electricity, with 24/7 access to dedicated support"

Reliability

Customer Service

Sustainability

Affordability

SSEN Relationship

Digital Characteristics

Use of internet

Use of mobile

Use of digital software

Priority Needs:

- Highly reliable network services and back up support where required
- Accessible and easy to understand support
- Affordable electricity and fuel poverty support
- Dedicated support for customers in vulnerable situations or carers or family acting on behalf

Channel preferences

Device preferences

Q4 2020

Consensus-based Personas

Shared in our 2020 Digital Strategy

Q4 2021

Data driven Personas

To inform our ED2 Plan, priority business areas and Digital Strategy Action Plan Update

Q4 2023

In-depth reusable Persona framework

Supporting a wide range of business activities including our Digital Action Plan

Q4 2025

In-depth reusable Persona framework

An essential tool as we realise the intent described in our Digital Strategy

Our ambition in the next 18 months and beyond

We will develop a more detailed and robust set of Personas, making greater use of data and research to support and tailor our product, and services and refine our strategy.

We will engage customers and stakeholders using a range of approaches to validate our understanding to capture how our customers' and stakeholders' needs evolve over the next one, three and five year periods.

We will continue to develop our Personas representing customers and employees to help support delivery of our digital strategy.

We are developing a customer-led service-design capability to embed customer insights into every proposition, product and service that we provide to external customers, and stakeholders and our internal colleagues.

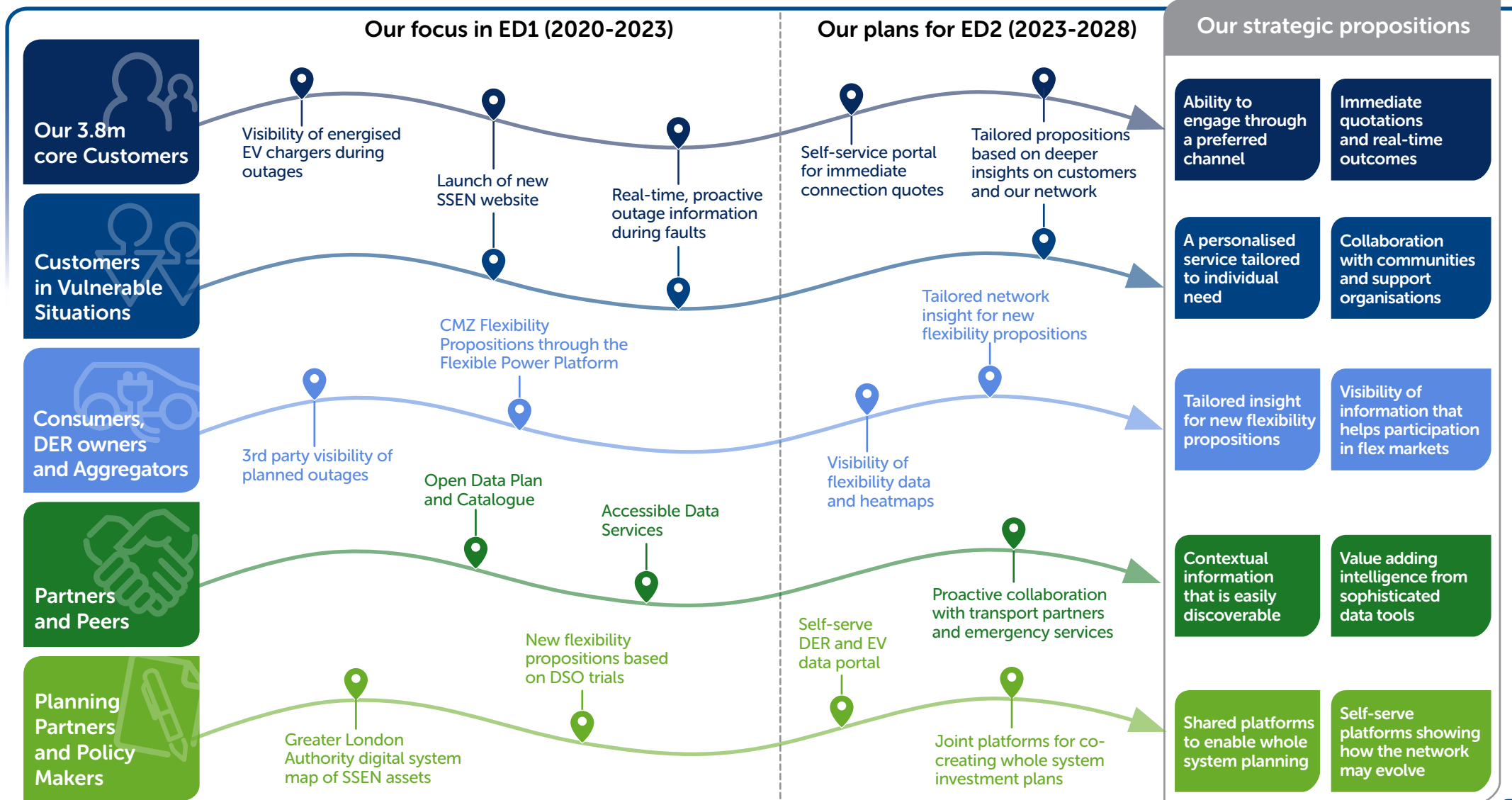
Our Digital Action Plan



Highlights from our digital roadmap

Combined, our Digital Strategy and ED2 Business Plans provide the vision and strategic intent that helps us shape our Digital Roadmap. Our Digital Action Plan of new and updated products and services is informed by our longer term roadmap of digital investments that combine to deliver our strategy.

We will iteratively develop a set of products and services that help deliver our strategic propositions for customers and stakeholders



Our existing digital services

SSEN provides a range of digital products and services that serve the needs of our customers and stakeholders.

Our current products and services...

...provided for the following customers and stakeholders

	Its purpose	Where you can find it	How we will measure its success	Our 3.8m customers	Customers in Vulnerable Situations	DER owners and Aggregators	Partners and Peers	Planning Partners and Policy Makers
Facebook, Twitter and WhatsApp contact channels	To provide customers with their preferred digital channel	SSEN Social Media	Customer feedback and usage; Social Media is our 2nd most used contact channel	✓	✓	✓		
Who is my supplier? service	Customers can find their electricity supplier contact details via our website	Who is my supplier?	Customer feedback and reduced contact centre calls through use of the service	✓	✓			
JustEat self service vouchers	Providing JustEat food vouchers to customers during outages	More info here	Customer feedback and uptake	✓	✓			
Power Track app	Mobile and web app providing real-time outage information by location	PowerTrack	Use to date is over 1 million visits and downloads	✓	✓	✓		
Street Manager APIs	Providing Department for Transport (DfT) API based access to SSEN streetworks data	DfT Login – requires Gov. UK sign-in	DfT feedback and discussion with other utilities				✓	✓
Line Search Before You Dig	Asset location information for 3rd parties via a user friendly platform	LSBUD	Customer feedback and usage; satisfied over 500,000 requests in past 12months			✓	✓	✓
ICP GIS Platform	Dedicated website providing access for Independent Connection Providers to SSEN's GIS Electric Office system	Link – ICP access only Register	ICP feedback and use of the service, very well received to date				✓	
Flexibility Propositions	SSEN provide a variety of propositions for Distributed Energy Resource (DER) providers	Flexibility Services calls (ssen.co.uk)	We have set targets for the MWh secured each year			✓		
Generation Availability Heat Map	Interactive maps detailing current network generation capacity shared on our website	Generation Availability (ssen.co.uk)	Customer feedback and usage			✓	✓	✓
A9 Electrification	Worked with Scottish Government to identify optimum EV charging points along the A9.	More info here	Third party feedback and use of the service	✓			✓	✓

The products and services we will deliver in the next 12 months

Our action plan is based on our latest view of priorities shaped by your feedback. As we launch these products we will use a test and learn approach and engage with you to refine each product and ensure our action plan addresses the most urgent needs and most valuable opportunities

Our current products and services...

...provided for the following customers and stakeholders

	Its purpose	When will it be available	How we will measure its success	Our 3.8m customers	Customers in Vulnerable Situations	Consumers, DER owners and Aggregators	Partners and Peers	Planning Partners and Policy Makers
London Underground Asset Register	Provide Greater London Authority with a digital system map of our assets to enable better coordination between utilities	Q1 2021	Third party feedback and use of the service			✓	✓	✓
Optimised Power Track App	Improve web version of our Power Track app to optimise for use on mobile devices and enhance customer experience	Q1 2021	Customer feedback and usage	✓	✓	✓		
WhatsApp Messenger Chat Service	Enhance this existing channel preference for our customers to enable faster response to queries	Q2 2021	Customer feedback and usage	✓	✓	✓		
Postcode update service	Provide free, subscription based, real-time network updates based on your postcode	Q2 2021	Customer feedback and usage	✓	✓	✓		
Improved EV and Heat Pump connection applications	A simplified process for customers making online EV and Heat Pump connection applications	Q2 2021	Customer feedback and usage	✓	✓	✓	✓	
EV charging availability during outages	Update Power Track app to show the nearest available EV charger during a power cut	Q2 2021	Customer feedback and usage	✓	✓	✓	✓	✓
Planned outage scheduling portal	Provide 3rd parties with visibility of planned outages via a digital platform and enable scheduling adjustments	Q2 2021	Third party feedback and use of the service			✓	✓	
Improved document collaboration tool	Enhanced system to collaborate on Engineering Design Manual documents with third parties	Q2 2021	Third party feedback and use of the service				✓	
Flexible Power	Providing a common platform for DER and load customers to offer flexibility services to DNOs	Q2 2021	We have set targets for the MWh secured each year			✓		✓
Smart metering data enhancement	Improve data sharing with Independent Connection Providers (ICPs) to support Competition in Connections	Q4 2021	ICP feedback and discoveries through analytics	✓	✓	✓		✓
New SSEN website	Enhanced customer experience optimised for use on all devices	Q4 2021	Customer feedback and usage	✓	✓	✓	✓	✓

The products and services developed in collaboration with others

Digitalisation of our business, its services and the wider energy ecosystem is not achieved without partnership and collaboration. Our action plan below describes the areas where we are working with others to develop shared products and services.

Collaboration Areas	Our activity	Upcoming milestone	Who we are working with
ENA Digital Network Map sub-working group	A sub-group within the ENA focussed on developing digital network maps. A tender is currently underway to select delivery partners to support development of a pilot solution.	Selection of parties to support development of the platform expected in Q1 2021	ENA All network licensees
ENA Coordination sub-working group	Coordination sub-group identifies activities across the networks that would benefit from collaboration. We are identifying initiatives that networks should be developed together.	Publication of collaboration priorities expected in Q1 2021	ENA All network licensees
MEDA - Icebreaker One project	Contributing to the MEDA 'Ice Breaker One' project that will develop an open standard for data sharing in the energy sector.	Funding decisions on MEDA to determine next steps expected Q1 2021	Ice Breaker One MEDA
MEDA – YODA project	Providing consultation input to the project that looks to provide a central energy data catalogue, maps of generation and demand, and asset registers for a range of Distributed Energy Resources assets.	Funding decisions on MEDA to determine next steps expected Q1 2021	Siemens MEDA
DSAP Consultation	Summarising our views and those of customers and stakeholders in response to the upcoming consultation on the role and approach to future DSAP publications.	Consultation response expected to be needed before end of Q1 2021	Ofgem ENA
National Digital Twin	Exploring how to adopt the Centre for Digital Built Britain (CDDb) digital twin toolkit to enable alignment with the National digital twin.	Agree forward plan and joint approach by Q2 2021	Centre for Digital Built Britain
ENA DWG Data Triage	Triage sub-group, to create an industry-wide triage process for data requests.	Beta process available to enable trialling of data requests from stakeholders in Q2 2021	ENA All network licensees
EV Infrastructure Investment App	Second funding stream of MEDA looking at open data applications. Exploring an app to enable EV investment in Scotland working with Scottish Government.	Funding approval to be confirmed in Q1 2021	Scottish Government MEDApps
Digital wayleaves processes	Developing solutions to simplify wayleaves management and processing of agreements.	Agree funding mechanism in Q2 2021	Wayleaves owners Point 4 geo
Near Real-time Data Access (NeRDA) – Flexr Pathfinder	Acting as one of the pathfinder DNOs to develop a shared DNO data provision and standardisation service for a range of stakeholders.	Funding approach for remaining phases to be agreed in Q1 2021	ElectraLink All other DNOs
Local Authority Energy Plan services	Exploring the propositions and data exchanges that can support the development of whole system Local Energy Area Plans and to inform our energy scenario modelling.	Stakeholder engagement with Local Authorities for DFES update Q2 2021	Local Authorities
Open Data Plan	Developing our forward plan to provide access to our data sets and the priority data sets, structures and access methods.	We will publish our forward plan in Q2 2021 informed by stakeholder engagement	All SSEN stakeholders

Under the bonnet - We are already well progressed in developing our digital capabilities

To provide products and services to our customers and stakeholders we need a range of digital capabilities. These investments provide our business with the digital platforms, insight and automation and organisational ways of working needed to ensure we can deliver our commitments and digital vision.

What have we done so far

Platforms

IT and Operational Technology (OT) is an enabler for data to be extracted, analysed and made 'Open' whilst also ensuring resilience, reliability and security of our network as usage evolves.



Established a range of new platforms to better manage and share our data internally and across our business. We have begun integrating our core systems to provide a single trusted data platform, establishing the foundations for our electrical and customer connectivity models.

We have deployed Active Network Management solutions on Orkney and Isle of Wight and made a number of cyber security enhancements in line with the NIS Directive.



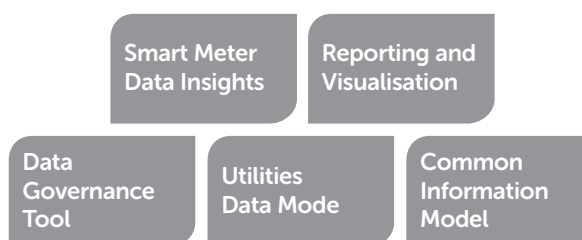
Insight and Automation

We are building the core data and integration infrastructure in preparation for sharing data and extracting new value through analytics. We are committed to process automation and improvement.



Established our data and analytics, data governance, data management and data stewardship capabilities whilst adopting IBM Data Model for Energy and Utilities (DMEU), Axon Data Governance Tool and Microsoft PowerBI solutions.

The DMEU utilises the IEC Common Information Model (CIM) to enable data transformation and exchange with other organisations. We have integrated and are utilising smart meter data, established data pipelines to enable data proof of concepts and commenced the automation of core processes, including KPI reporting, worked time recording and fatigue management.



Organisational Alignment

We are making strategic investment in our organisation to evolve our ways of working to be more responsive to our customers and more agile in the way we work.



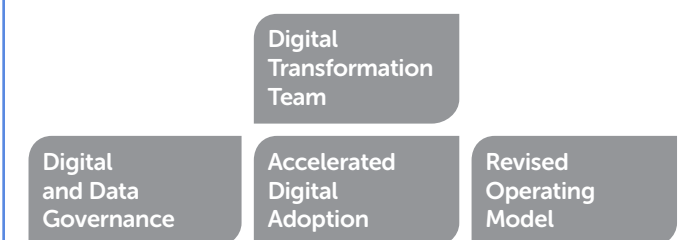
Expanded our Digital Transformation team, recruiting key expertise, apprentices and training in business change, process, lean six sigma, real time systems, data and analytics.

Strengthened our mature digital governance and delivery framework with increased business ownership and accountability (MD steering groups, Director level Sponsorship, Business Product Owners and Data Owners)

Enhanced employee use of technology and accelerated adoption of digital tools, supporting capability growth.

Revised our operating model, optimising with use of technology.

Established a workforce resilience working group and culture mapping to inform future transition plans.



Under the bonnet - How we will continue to evolve our digital capabilities

To provide products and services to our customers and stakeholders we need a range of digital capabilities. These investments provide our business with the digital platforms, insight and automation and organisational ways of working needed to ensure we can deliver our commitments and digital vision.

What will we do in the next 2 years

Our plans for ED2 period (2023-2028)

Platforms



IT and Operational Technology (OT) is an enabler for data to be extracted, analysed and made 'Open' whilst also ensuring resilience, reliability and security of our network as usage evolves.

An upgrade to our Distribution Management System to include Outage Management, and an upgrade to our Customer Platform to improve customer connections. We will be the first Distribution Network Operator to use a Condition Based Relationship Management (CBRM) system for enhanced Asset Investment Management. We will continue our programme of cyber security enhancements, extend use of mobile field technology and increase our use of Active Network Management, undertaking key improvements to our Operational Technology Network (OTN) to facilitate this.

Distribution Management System

Outage Management System

Customer Connections platform

Active Network Management

Insight and Automation



We are building the core data and integration infrastructure in preparation for sharing data and extracting new value through analytics. We are committed to process automation and improvement.

Expand our data pipelines, growing our data lake and data model. Complete our electrical asset connectivity model, providing the basis for our Digital Twin and system map.

Rollout and embed analytics solutions to deliver improved, automated processes and decision making.

Provide open data through our website and application programming interfaces (APIs).

Complete our Energy Data and Forecasting Analytics programme to support our DSO role.

Electrical Connectivity Model

Digital Twin

Automated Core Processes

Energy Analytics and Forecasting

Organisational Alignment



We are making strategic investment in our organisation to evolve our ways of working to be more responsive to our customers and more agile in the way we work.

Continue to develop our workforce resilience strategy, operating model and culture change for ED2.

Expand and embed data and digital skillsets across the organisation.

Continue to build our Customer Journey maps and evolve our internal and external Personas.

A specific emphasis will be placed on proactive services for Customers in Vulnerable Situations

Extend and enhance our use of Lean Six Sigma and Agile methodologies across the organisation.

Workforce Planning and Culture Change

Customer Journeys and Personas

Vulnerable Customer Services

Digital, Data and Change Skills

Adopt and integrate use of emerging technology for operations and training.

Modernise our working arrangements and digital workplaces.

Achieve a customer-centric culture and organisation around customer journeys.

Optimise work planning and scheduling with digital stores, stock management and last mile solutions.

Complete our customer connectivity model, building a full digital twin of our network in a Common Network Model.

Our master data and process management are delivered through our Axon toolset.

Achieve extended use of automation and a suite of integrated analytical models.

Two platforms to enable our DSO role: Whole System Co-Ordinator and Neutral Market Facilitator.

Extensive rollout of LV network monitoring and fully establishing our DSO and flexibility management platforms.

Provide an open data "shop-front" to make it easy for third parties to access our data and services.

Establish our developer portal enabled through adoption of a Service Oriented Architecture

Ensuring we deliver for our customers and stakeholders

We are taking a range of steps to ensure we deliver our strategy and action plan to a high quality. Here we outline our approach and the risks we are actively managing.

Our Delivery Approach



Our digital strategy outlines how we will use personas to surface insights and create deeper understanding of our customers' needs.

This insight will be used as we design our products and services.



We will also engage the consumers of our services in the design process and integrate their feedback to improve our products.

Our commitment to adopt a 'test and learn' approach supports our ambitions stated for organisational alignment in our digital strategy.



Where it makes sense we will pilot new services and product updates with small audiences and gather feedback.

We will use this to make improvements before releasing to a larger audience.



We will continue to evolve our agile capability to deliver iterative benefit to customers and stakeholders.

We will continue to use our External Customer Focus Groups to shape and inform our actions.



We are developing performance measures for our Digital Action Plan that add value over and above existing price control measures. We will develop these through consultation with customers and stakeholders.

The risks we are addressing

- 1** SSEN's products and services are not aligned to or benefiting from similar work taking place elsewhere in industry or beyond. This risks introducing complexity and inconsistency to our customers and stakeholders, and increasing the incremental and long term cost to deliver our Digital Strategy and realise our own and the UK's strategic digitalisation ambitions.

 - We will align with industry through the ENA Data Working Group, our broader collaboration with other stakeholders, and by seeking feedback on areas we should collaborate on further.
 - Publish an appendix listing the data standards, underlying technologies and processes to enable effective feedback to shape our forward plans and those of others.
- 2** The incremental costs of providing and developing products and services proves to outweigh the benefits.

 - We are taking a holistic approach to determine the benefits of developing products and services, recognising there are direct benefits to the users but also broader societal benefits such as carbon reduction, enablement of new markets and supporting broader policy aims of digitalisation across the UK.
 - As part of our future Digital Strategy and Action Plan updates we will provide a supporting benefits analysis for all future products and services.
- 3** There is limited uptake of products and services despite them being clearly aligned to customers' needs

 - Whilst SSEN sees real value in delivering new products and services, we will ensure the perceived need and real opportunity for any product and service has been thoroughly tested and evidenced before committing resources to the development of any product or service.
 - We will do this through a mixture of stakeholder engagement, but also market sizing to determine the product of the number of potential uses, the instances where a product may be used and the frequency of use.

Open to you

 Scottish & Southern
Electricity Networks



 STRATA
PROTECTION IN EMERGENCY

Get extra support
during power cuts.
Register for
Priority Services.

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Open to you

We use stakeholder feedback to improve our business and your views will make a real difference to our digital future, so please let us have your opinions.

Through our ED2 stakeholder engagement, digitalisation is a core theme that cuts across all our activities and impacts the wide range of customer and consumer groups we highlighted in this document. Therefore, digitalisation will be a consideration in all of our ED2 engagements. If you would like to know more and are not already registered as an SSEN stakeholder, please register here:

[www.ssen.co.uk/
StakeholderEngagement/
HaveYourSay](http://www.ssen.co.uk/StakeholderEngagement/HaveYourSay)

We have a detailed technical questionnaire on how we are delivering digitalisation, please contribute here:

www.ssen.co.uk/dsap

We are also carrying out small groups of expert stakeholder engagement on the delivery of Digitalisation, if you are keen to feedback in one of these sessions please get in touch here:

futurenetworks@sse.com

- 1 To what extent do you agree with the content of our strategy and action plan? Please let us know where you think SSEN could improve.
- 2 To what extent has this document increased your understanding of the opportunities enabled by digital for SSEN? Please let us know where clarity can be improved.
- 3 To what extent has this document increased your understanding of the potential of Open Data to enhance value to the customers and the communities that SSEN serves?
- 4 How bold do you think SSEN's digital strategy is? Please let us know which areas of the strategy could be bolder.
- 5 Is our action plan sufficiently ambitious? Which areas require a stronger focus?
- 6 To what extent do you feel that SSEN is making progress in meeting the current and future needs of our customers in a digital world?
- 7 In the process of digitalising the business and opening up data securely, where should our priorities be focused? For example EV connections, whole system planning, customer supply interruptions.

Digital feedback survey

If you would like to give general feedback or fill out our questionnaire, please go to:

www.ssen.co.uk/DigitalFeedback/



Glossary

Term	Definition
Aggregators	A new type of energy service provider which can increase or moderate the electricity consumption of a group of consumers according to total electricity demand on the grid.
Agile	Methodology and way of working based on iterative development, where requirements and solutions evolve through collaboration between self-organising cross-functional teams.
API	Application programming interface: a computing interface that defines code and interactions between different software platforms.
Artificial Intelligence (AI)	Development of computer systems able to perform tasks normally requiring human intelligence, such as visual perception, speech recognition, decision making and translation between languages.
CEG	Customer Engagement Group
Channel	A digital medium (website, mobile, Chatbot) by which to consume content, engage with a brand and / or complete a transaction.
CMZ	Constraint Managed Zones . These zones make use of technologies providing flexibility to alleviate network constraints, deploying them as an alternative to traditional network reinforcement in the management of peak demand.
Consumer	Energy consumers, meaning wider users of network services including business and domestic customers that pay for their network use through energy bills.
Customer	An individual, business, generator or flexibility service provider that is connected to, or seeks to connect to SSEN's electricity distribution network.
Decarbonisation	Reducing the carbon intensity in terms of emissions per unit of electricity generated.
Data triage	Systematically find issues which should inhibit open data, identify the 'least impact' mitigation technique(s) and make the process transparent
Digital	Describes the dominant use of the latest digital technologies to improve organisational processes, improve interactions between people, organisations and things, or make new business models possible.
Digitalisation	The use of digital technologies to change a business model and provide new revenue and value-producing opportunities; it is the process of moving to a digital business.
Digital System Map/ Digital Twin	A digital representation of a real world entity or system.
Distributed Energy Resources (DER)	Any resource on the distribution system that produces or stores electricity. This can include distributed generation, storage, heat pumps and electric vehicles as well as other technologies.

Term	Definition
Distribution Network Operator (DNO)	The distribution system is a network of wires, transporting electricity from the transmission system or distribution connected generation to domestic, commercial and industrial electricity consumers.
Distribution System Operator (DSO)	Securely operates and develops an active distribution system comprising networks, demand, generation and other flexible distributed energy resources (DER).
DSAP	Digital Strategy and Action Plan
Ecosystem	Connection of people, processes, companies, data and things that share the use of digital platforms. Participants in an ecosystem interact with each other to create and exchange sustainable value.
ED1 and ED2	Refers to Ofgem's RII0-ED1 and RII0-ED2, which is Ofgem's electricity distribution price control model for network regulation (Revenue = Incentives + Innovation + Outputs)
Electricity System Operator (ESO)	Supply and demand are balanced second by second and in the longer term and that power flows across the network safely and reliably.
ENA DWG	Energy Networks Association Data Working Group
EV	Electric Vehicles
Flexr	Flexr is a DNO data provision and standardisation service from ElectraLink that will connect to the data held by all six DNOs and their DER customers.
Fuel Poor	A fuel poor household is defined as one that needs to spend 10% or more of their household income on all fuel use in order to maintain a satisfactory heating regime.
GIS	Geographic Information System: computer based visualisation of spatial and geographic data.
Independent Connection Providers (ICPs)	An independent connections provider not affiliated to a distribution network operator.
Independent Distribution Network Operators (IDNO)	Independent Distribution Network Operators (IDNOs) develop, operate and maintain local electricity distribution networks.
Internet of Things (IoT)	IoT refers to a vast network of devices connected to the Internet with the promise to enhance real-time customer experience and unlock new value from data.
Lean Six Sigma	Continuous improvement methodology and tools for business problem solving and process improvement.

Glossary

Term	Definition
Long Term Development Statement	A document that sets out the use and likely development of the distribution network and the distribution network operator's plans for modifying the distribution system.
Low Carbon Technologies (LCT)	Processes or technologies that produce power with substantially lower amounts of carbon dioxide emissions than is emitted from conventional fossil fuel power generation.
Low Voltage (LV)	This refers to voltages up to, but not including, 1kV.
Machine Learning	Machine learning is an area of artificial intelligence concerned with developing techniques that allow machines to learn.
MEDA	Modernising Energy Data Access: UK Government competition to enable energy data to be open-sourced for the benefit of society.
Metadata	Data that describes other data. It helps to organise, find and understand data.
Net zero emissions	Any emissions would be balanced by schemes to offset an equivalent amount of greenhouse gases from the atmosphere, such as planting trees or using technology like carbon capture and storage.
Neutral Market Facilitator (NMF)	The Neutral Market Facilitator (NMF) will provide a market for trading the use of Distributed Energy Resources (DERs)
Open Data	Data in a machine readable format that can be freely used, shared and built on by anyone, anywhere, for any purpose.
Platform	Series of cloud based technologies that offer pre configured solutions to common business processes together with a flexible way to extend and build new processes to support your own requirements.
Priority Services Register (PSR)	A register of all customers in an electricity distribution area that are of pensionable age, have a disability, are chronically sick, require special communication needs, depend on electricity for medical reasons, have children under five in the household or require certain information and advice about supply interruptions.
Service Oriented Architecture (SOA)	Service-Oriented Architecture (SOA) is a style of software design where services are provided to the other components by application components, through a communication protocol over a network.
SSEN	Scottish and Southern Electricity Networks
Transmission Owner (TO)	Companies which hold transmission owner licenses.
Vulnerable Consumer	Significantly less able than a typical consumer to protect or represent their own interests; and/or significantly more likely to experience detriment, or for that detriment to be more substantial.



Engage with us

For any queries or to request further information, please contact us on:

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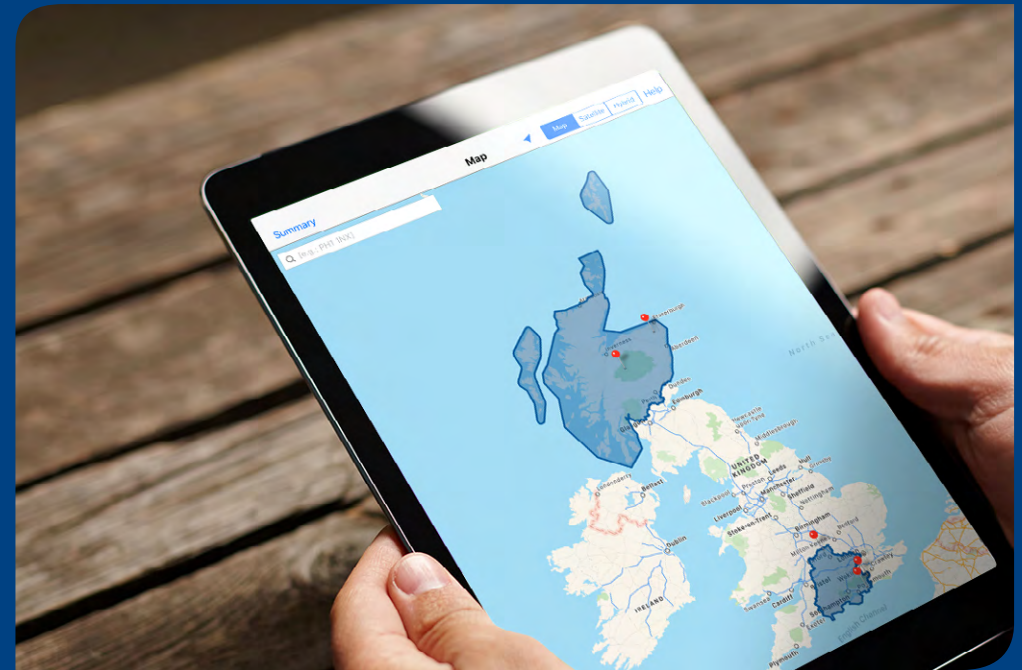
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