

DECEMBER UPDATE

SSEN Distribution

DIGITAL ACTION PLAN

DECEMBER 2025



Scottish & Southern
Electricity Networks



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We power communities to thrive today and create a net zero tomorrow.

Our aim is to support the communities we serve, and work collaboratively with those communities to reach their net zero carbon goals. Our Digital Action Plan shares our progress on delivering the products and services to achieve this.



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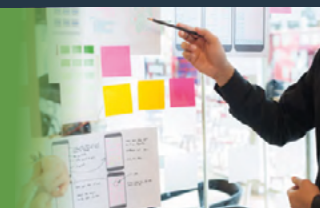
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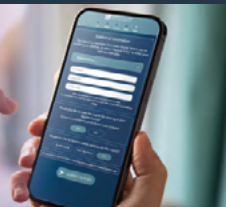
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FOREWORD

SSEN Distribution’s Digital Action Plan is updated every six months, providing detailed information on our ongoing and planned activities and investments for this period and beyond.

Our digital action plan allows us to serve our customers and stakeholders better through digitalising our customer journeys and our operations in a personal way that suits all. It also enables the electrification of our energy system, enhances energy security and resilience, and effectively manages physical and cyber risks. The energy transition journey continues to deliver substantial economic value - creating high-quality jobs and providing opportunity across our supply chain and the broader decarbonising economy.

Our vision is to power positive change with every connection. The Digital Action Plan helps deliver on this vision, fostering innovation and connectivity as we serve a diverse range of communities and landscapes across the UK and we remain focused on keeping customers and communities connected, while developing the flexible electricity network that is vital for achieving net zero. We strive for our energy system to be clean, but also connected, intelligent, and inclusive.

Empowering communities today, enabling growth, and building a net zero tomorrow is our core purpose, underpinned by safety, trust and transparency. Our Digital Action Plan is crafted to enhance the experience of those we serve, as well as the partners we collaborate with. Our digital investments are aligned to the evolving needs of all our customers - from households and businesses that depend on reliable electricity, to flexibility providers and Local Authorities who are key to planning the future energy system under ED3.

We remain dedicated to ensuring our Action Plan and investments are clear, transparent, and accessible. We hope you find the information valuable, inspiring, and thought-provoking. The Action Plan works in partnership with our Digital Strategy, which sets out the products and services our customers can expect both in the near term and long term. Over the next six months, there will be many opportunities for us to connect, engage, and collaborate. We look forward to hearing from you.



Andrew Roper

Distribution System Operations Director
SSEN Distribution



Michael Ricketts

Head of Data and Analytics
SSEN Distribution





OUR DIGITAL STRATEGY AND ACTION PLAN



OUR DIGITAL STRATEGY

- **Our Digital Strategy** shares our priorities, the products and services all our different customer types can expect, how to share your opinion, and how to work with us.
- It has been informed by those who matter most; you - our customers and people we work with. In designing our five-year **RIIO-ED2 business plan** with the energy regulator Ofgem we have engaged over 25k stakeholders, seeking their views on every aspect of our plans and proposals.
- As we move into the second half of RIIO-ED2 there have been significant changes since we wrote our business plan that influence how data and digital systems can be integrated and utilised in the energy system. We also know that the demands on our network are growing, and that the digital role within that growth is increasing. For all these reasons we reviewed and refreshed our Digital Strategy to enable us and our customers, stakeholders, and communities to move towards a digital first future.
- Our new digital strategy was published in March 2025.



Click here to view
the Digital Strategy



OUR DIGITAL ACTION PLAN

- Our Digital Action Plan shares the progress we've made in delivering the products and services we have committed to in our Digital Strategy.
- For all products and services, we evaluate who will benefit, when they will be available and how we will measure success.
- 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.



Pages from the
Digital Strategy



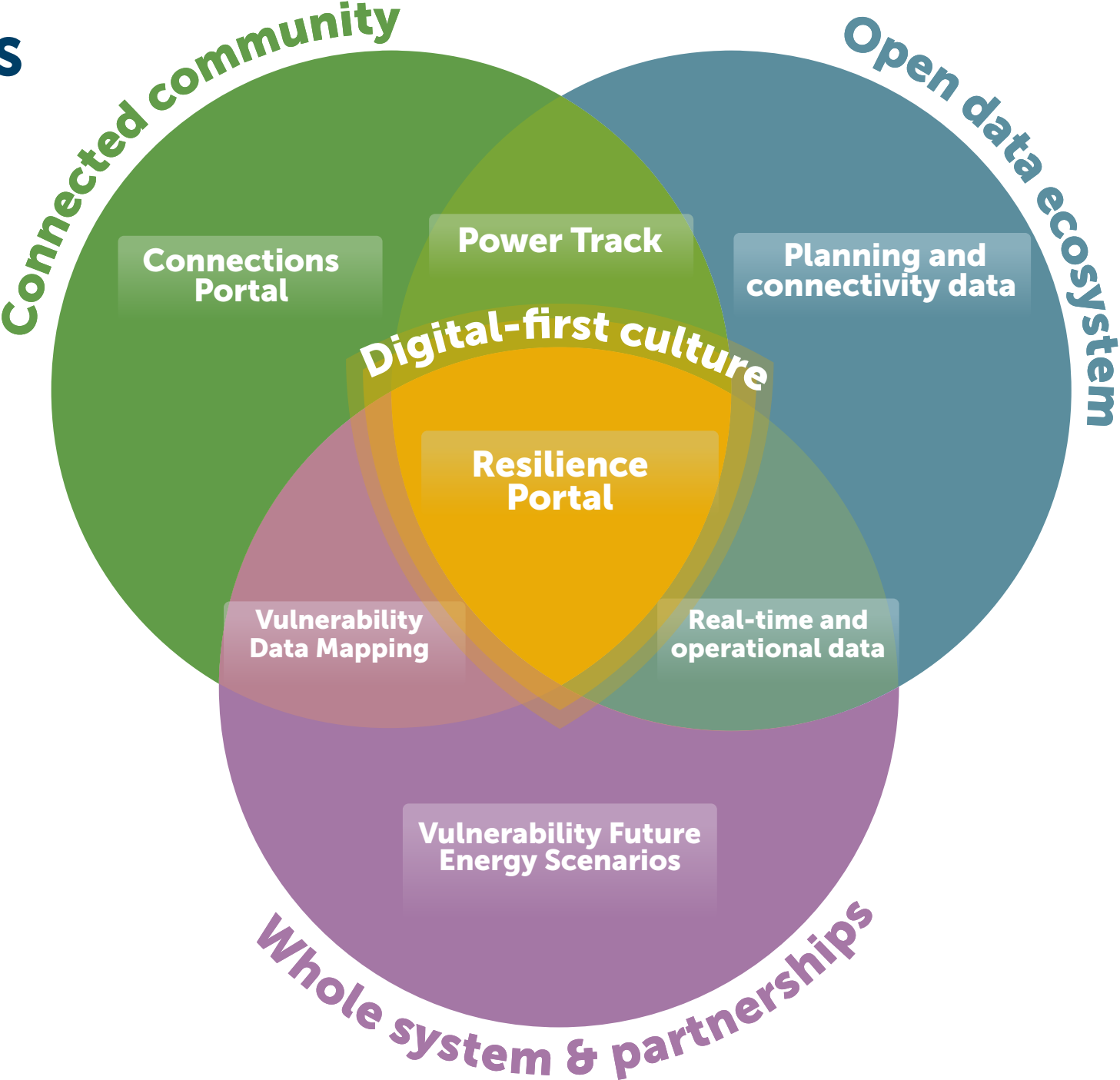
OUR EXISTING SERVICES BY FOCUS AREA

Underpinning our strategy at SSEN Distribution are a set of key focus areas for us to prioritise. These are supporting our purpose of powering communities to thrive today and create a net zero tomorrow.

Whilst we're on an accelerated growth roadmap, launching new services, products and improving our data faster than ever before, we will not take our eye off of our existing products and see continuous development of these services as a core element of our digital action plan.

Products and services which deliver value for our customers continue to receive ongoing investment to improve them in direct response to customer and stakeholder feedback.

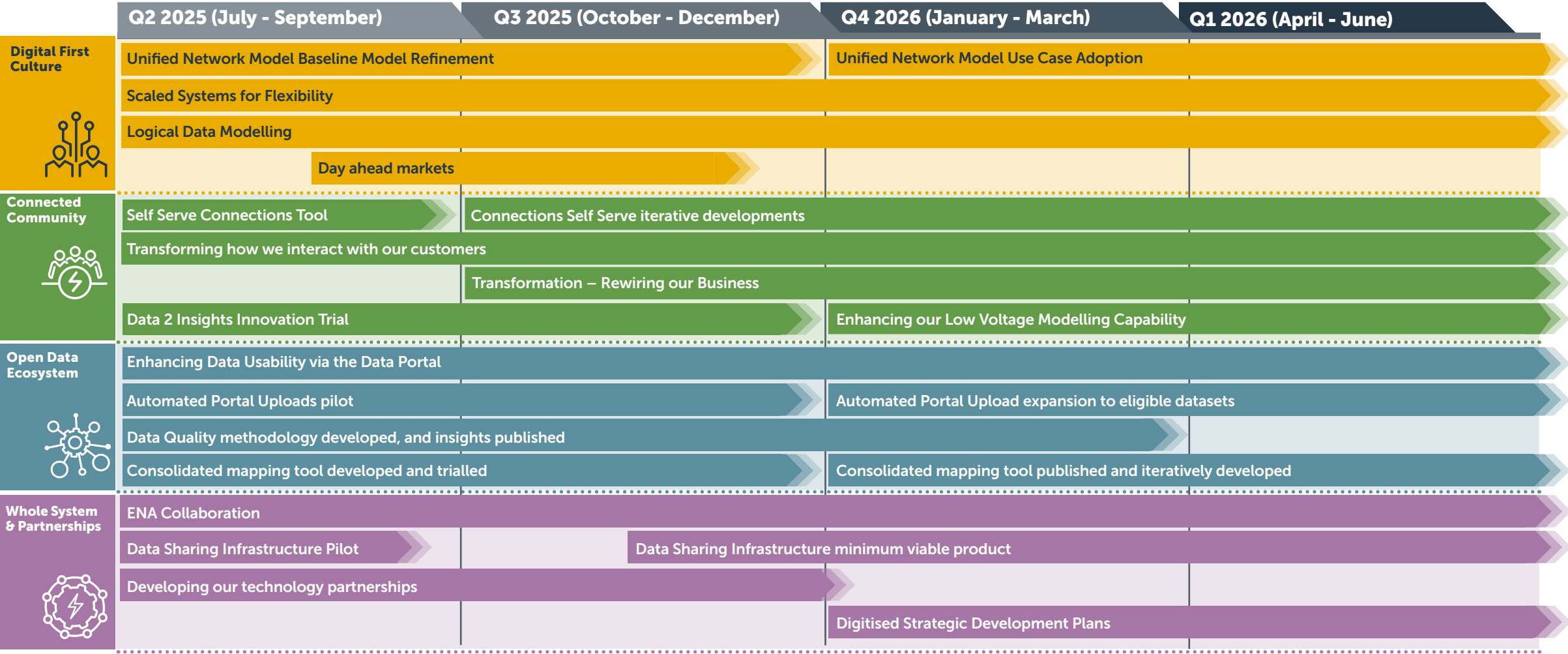
Illustrated are some of our existing services we commit to continuously improving as part of our core digital portfolio.





DELIVERY HIGHLIGHTS

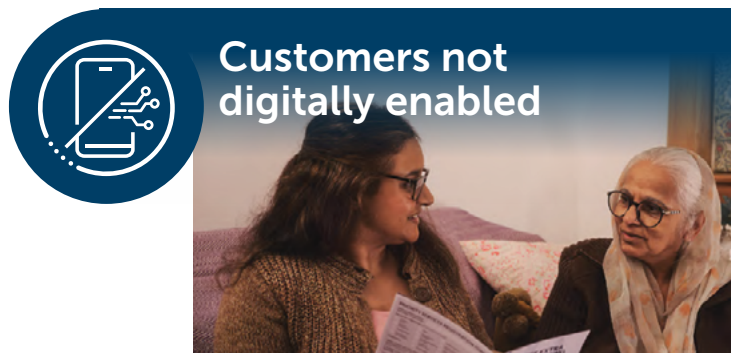
We'll explore some of these delivery highlights in more detail in the Spotlight section.





CUSTOMER CATEGORIES

All of our digital and data products and services are to add value or benefit for our different customer and stakeholder types.





DIGITAL FIRST CULTURE

SPOTLIGHT

WHAT WE'VE ACHIEVED IN THE PAST SIX MONTHS



Some key highlights...

Logical Data Modelling



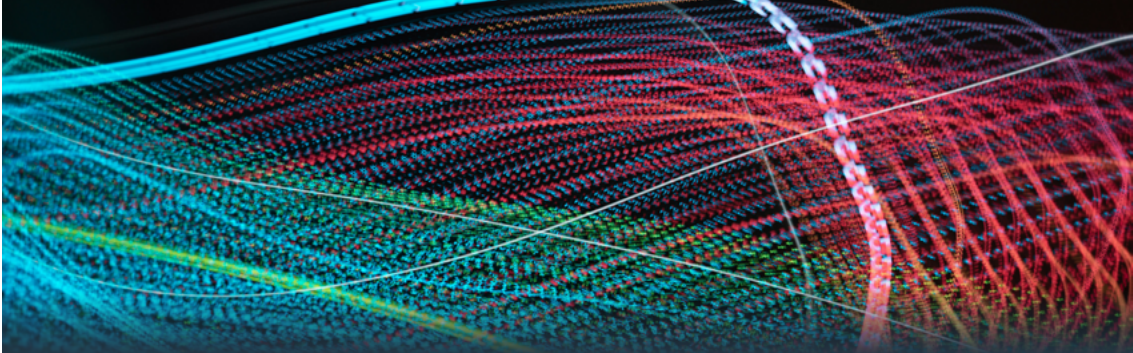
We are continuing to build the digital foundations of our data to unlock its full potential for decision-making, innovation, and operational excellence. Our Logical Data Model (LDM) provides a consistent, business-aligned view of data across SSEN Distribution, enabling:

- 1. Data Consumers to access trusted, well-structured information that supports accurate reporting and insight generation.
- 2. Innovators to accelerate development by leveraging standardised, interoperable data assets for advanced analytics and AI solutions.
- 3. Employees to work confidently with data that reflects real business processes, improving collaboration and reducing duplication.

By embedding data governance, quality standards, and master data principles into the model, we are creating a single source of truth that drives efficiency, compliance, and agility. This foundation ensures that data is not just stored - it is ready to be leveraged for smarter decisions and future innovation.



Systems for Flexibility – Launch of Day Ahead Markets



Our provision of Flexibility Services is entering a new era with the launch of Day-Ahead Markets, which began in November 2025 on the ElectronConnect platform. In piloting these new markets, we're one of only two Distribution Network Operators (DNO) to offer these opportunities to Flexibility Service Providers.

Day-Ahead Markets will allow the providers of Flexibility Services to decide at shorter notice if they wish to take part. As well as creating new opportunities for Flexibility Service Providers to participate in the market, and thus earn more revenue. The introduction of these markets will release greater capacity on the network when it is needed which will benefit customers who are seeking to connect.

During this pilot phase, market operations will be limited. This gradual roll-out will allow us to closely monitor performance, ensuring the system works effectively, and help with the gathering of valuable insights from stakeholders that will inform how these new markets develop.



WHO
BENEFITS
FROM THIS



DIGITAL FIRST CULTURE

SPOTLIGHT

WHAT'S OUR FOCUS IN THE NEXT SIX MONTHS?



Unified Network Model Adoption



Having successfully implemented the technology to integrate the necessary data sets into a coherent Network Model, complete with automated updates to capture network changes, we are now focusing on incorporating this model into our downstream business processes, regulatory reporting, and modelling applications.

This approach will provide:

1. A unified 'single version of the truth' supported by transparent data quality standards.
2. Enhanced automation in model development, reducing redundant modelling efforts and saving considerable resources.
3. Improved ability to offer external stakeholders clear and reliable insights into flexibility and capacity.
4. Defined responsibilities for each business unit in managing and enhancing their respective data domains.



Systems for Flexibility – Continued Development



We are advancing our Systems for Flexibility programme by integrating best-in-class products to create a seamless, automated end-to-end flexibility journey for both our customers and operational teams. This includes ongoing development of our Schedule, Dispatch, and Settlement platform (Flexible Power) to enhance the experience for Flexibility Service Providers (FSPs) and ensure alignment with evolving industry standards. Notably, we are enabling FSPs to self-declare advance availability, reducing manual intervention, and implementing new industry requirements, such as the baseline assessment period and updated performance calculations and thresholds as defined by the Energy Networks Association (ENA).

Building on our successful introduction of machine learning-driven forecasting, we continue to enhance our Operational-forecasting and Decision-making Tool. This tool is being refined to support advanced optimisation in areas such as network reconfiguration, flexibility dispatch, market operations, and curtailment strategies. Our focus over the next six months will be on strengthening the supporting data pipelines and infrastructure to further develop this capability internally, while progressing our broader strategic platform.

Enhancing integration and orchestration across our foundational platforms remains a key priority. We are finalising the design of our Flexibility Reporting application, with initial delivery phases planned in the coming months. Our emphasis is on maximising business value by streamlining reporting and data-sharing processes, both within the organisation and with external stakeholders.





CONNECTED COMMUNITY **SPOTLIGHT**

WHAT WE'VE ACHIEVED IN THE PAST SIX MONTHS

Some key highlights...

Self Serve Connections Tool



Our Self-Serve Connections tool gives customers the power to design and apply for a new Minor Connection, then receive an estimate for their request in a matter of minutes.

Since its launch in April 2025, we've made incremental improvements to the solution to improve the accuracy of estimates and quality of network data it uses. Additionally, we've optimised the customer journey making it easier to navigate.

More than 4,200 customers have now used the tool, and in 2026, this will be expanded to other segments such as Load Increase, Service Alterations and Distributed Generation, as well as automatically generating formal quotations.



Transformation – Rewiring our Business



The past six months has been busy for our Transformation Programme, with key flagship phases of the programme going live.

One of these was the launch of Amazon Connect, our new Contact Management Platform. The new system has been rolled out to over 800 individuals at SSEN Distribution, covering all customer facing teams.

The system provides a one-stop-shop to service our customers needs, and provides additional tools like auto-transcriptions, AI-powered summaries, and the ability to scale up rapidly in response to events such as storms.

The use of AI is always aligned to clear policies and governance through our AI strategy that leads to AI enhancing our digital products and services.



Over the coming year, the programme continues to deliver further improvement focus. Our transformation has six key programme outcomes:

An improved customer portal including new self-serve capabilities for our customers to use.

Enhanced customer interactions by introducing a new, best-in-class Contact Channel Management System.

A system to collect, manage and share information both internally and with the supply chain.

Better end-to-end data helping us track our work, finances, assets, and plan more effectively.

Improved use of people resources, equipment and technology to every task.

One consistent way of managing projects, including market leading technology.

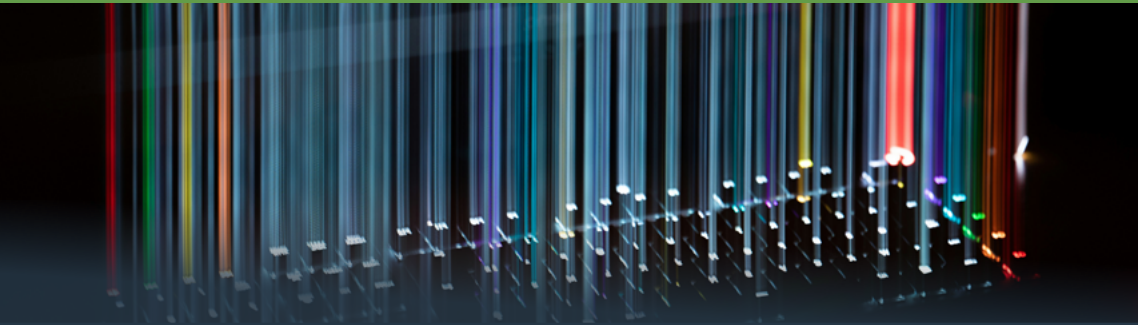


CONNECTED COMMUNITY

SPOTLIGHT

WHAT'S OUR FOCUS IN THE NEXT SIX MONTHS?

Data to Insights Innovation Trial



Data to Insights (D2I) is an innovation project partnering with CGI, University of Strathclyde, Energy Systems Catapult, and Roadnight Taylor. During the past six months, the D2I project has concentrated on its user journey work package to gain a deeper understanding of why users engage with us. This focus aims to develop a user-centric tool that will help stakeholders extract greater value from our open data.

The research was conducted in three distinct phases, which included individual interviews and testing an AI proof of concept tool with a diverse group of stakeholders. It was discovered that half of all data queries submitted to SSEN Distribution pertained to grid connections.

The entire grid connection process has now been mapped, highlighting numerous opportunities where an AI tool could add significant value. These opportunities cover both the planning stages associated with grid connection and activities involving the querying or manipulation of grid-related data.

Over the next six months, following a successful Alpha phase we will look to transition the project to beta in the innovation lifecycle, this will allow for iterative development based on feedback.



Enhancing our Low Voltage Modelling Capability



Over the next six months, we are enhancing our electrical modelling capabilities for the local low voltage network by maximising the value of our centralised data assets to quickly adopting the latest tools and techniques.

This will build on the progress made with our Unified Network Model and aligned low voltage connectivity to quickly release additional value from our central repository of network and connectivity data.

Modelling will focus on establishing and validating plans for our local network that respond to the changing requirements for the connection and adoption of new Low Carbon Technologies. This will also further build capabilities that support more efficient connection design by reducing manual intervention and lead times.

By reusing high-quality, validated data across multiple processes, we will deliver consistent, reliable insights and unlock new opportunities for optimisation. These innovations will provide faster modelling, better decision-making, and continue to build a scalable platform for future digital solutions, reinforcing our commitment to a smarter, data-driven network.





OPEN DATA ECOSYSTEM

SPOTLIGHT

WHAT WE'VE ACHIEVED IN THE PAST SIX MONTHS



Some key highlights...

Automated Portal Uploads



We have been and are continuing to automate portal uploads to strengthen trust and assurance in our data ecosystem. By streamlining the process of publishing data, we ensure that every dataset entering our systems is validated, governed, and aligned with quality standards from the outset. This approach delivers:

- 1. **Trust:** Data consumers can rely on accurate, consistent information that meets compliance and business requirements.
- 2. **Assurance:** Automated checks and governance controls reduce manual errors and provide confidence that data is fit for purpose.
- 3. **Data Quality:** Built-in validation rules and metadata capture guarantee that published data supports a single source of truth, enabling better decisions and innovation.

Through automation, we are not just improving efficiency we are embedding quality by design, creating a foundation where data is secure, reliable, and ready to drive value across the organisation.



Data Quality



In the past six months we have developed a new process for tracking, monitoring, and sharing data quality insights. Our key actions include:

- 1. **Publishing Data Quality Insights:** We have developed a process to share data quality insights onto the portal so users can quickly judge how reliable the data is.
- 2. **Data quality process:** We have overhauled our data quality process for open data, ensuring that data quality is continuously monitored and improved.
- 3. **User-Centric Presentation:** We are improving how data quality is displayed on our portal so it's easier for users to find and trust high-quality data.
- 4. **Alignment with Governance and Strategy:** We are using strong governance tools and processes to make sure data quality is built in from the start.





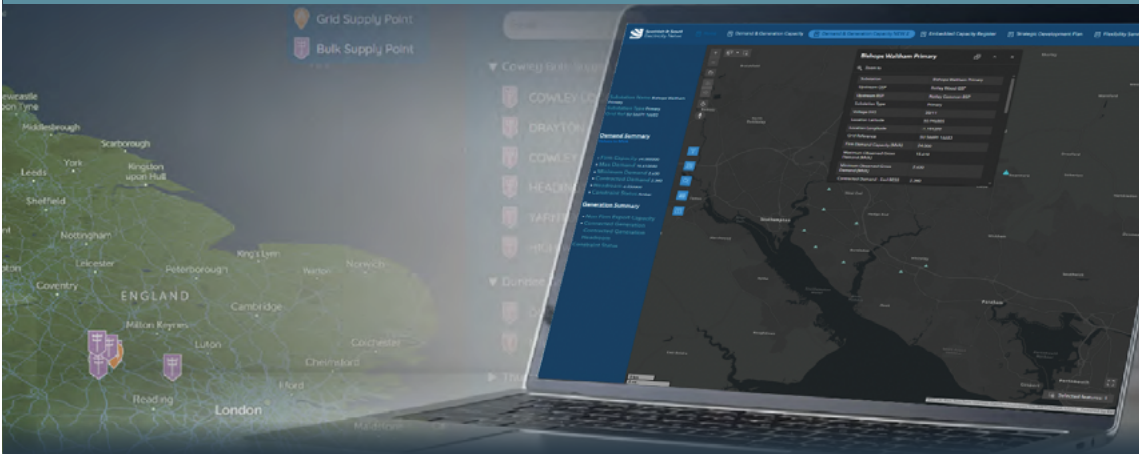
OPEN DATA ECOSYSTEM

SPOTLIGHT

WHAT'S OUR FOCUS IN THE NEXT SIX MONTHS?



Mapping Tool



We are currently working on an improved version of our network map, designed to offer users a unified view of our datasets with dashboard features, enabling quick access to all high voltage information from a single tool. Over the past six months, we have created a proof of concept and hosted a public webinar to present our overarching vision for the network map solution and collect feedback.

A user focus group were then invited to a closed event, where they had the opportunity to test the tool and evaluate its features. Their feedback will directly inform how the solution is developed going forward.

We will now integrate the insights from these stakeholder engagements into the ongoing development process, aiming to launch the initial version of the tool in the new year.

Our Commitment to Data



We have published our data portal strategy and set out our five-year ambitions, reflecting our dedication to data and its benefits for society.

Our long-term objectives are shaped by the feedback we receive from our users. In shaping both our annual plans and our wider vision for the portal, we have gathered insights from previous customer events, hosted data surgeries, conducted user feedback surveys, and organised several internal workshops with data subject matter experts who have interacted directly with users.

From these collective insights, our focus over the next six months will prioritise data availability, data quality, and the usability of our data portal. In response, we are undertaking a range of projects aimed at improving the quality of data within the portal, simplifying access to data, and ensuring that shared data is readily accessible to designated users via the portal.

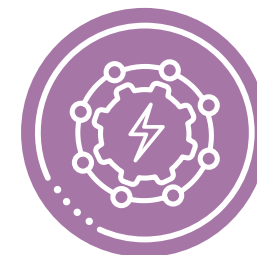




WHOLE SYSTEM & PARTNERSHIPS

WHAT WE'VE ACHIEVED IN THE PAST SIX MONTHS

SPOTLIGHT



Some key highlights...

Energy Networks Association Partnership



We've continued to build on our collaboration with the Energy Networks Association and industry partners to drive alignment, transparency, and innovation in data sharing and governance. Our key areas of focus have included:

1. **Shared Licence Group:** We've co-developed a standard shared data licence to make data access more consistent and will focus to adopt this in the next six months.
2. **Data Triage Playbook Refresh:** We've updated the ENA data triage playbook to better assess data requests, and will be implementing it into our processes and triage publication.
3. **Stakeholder Engagement and Data Surgeries:** We will continue to lead and join industry sessions to gather feedback and co-design better data services for you.
4. **Driving Standardisation:** We will continue to work with partners to set shared data standards and improve how data is published across the sector.



Developing our Technology Partnerships

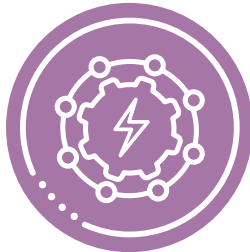


To support the ongoing delivery of ED2 we have worked alongside specialist vendors to improve their offerings, ensuring they are well-equipped to address the changing demands of the DSO and the ongoing transformation of network operations.

After conducting thorough market research, we have selectively partnered with organisations in Distributed Energy Resource Management and Flexibility Dispatch capable of delivering a modular architecture of the highest standard. Our system integration partners are instrumental in facilitating full automation and harnessing the advantages of integrated data sets, making valuable information readily available for operational teams to support informed decision-making.

Through these initiatives we are driving progress within the technology sector, empowering technical experts with the tools and knowledge to support future advancements.





WHOLE SYSTEM & PARTNERSHIPS

WHAT'S OUR FOCUS IN THE NEXT SIX MONTHS?

SPOTLIGHT

Data Sharing Infrastructure



The Data Sharing Infrastructure (DSI) serves as a foundational framework that facilitates secure and efficient data exchange between organisations, improving interoperability and driving digital transformation.

We have maintained our collaboration with the National Energy System Operator (NESO) to prepare for the implementation of the DSI. Over the coming six months, our focus will be on assisting NESO with the development of the minimum viable product (MVP). Building upon our involvement during the pilot phase, we will now extend our support and expertise to the MVP stage, aiming to enable secure data sharing across the energy sector.

Our contributions will include supporting the adoption of use cases, gathering and refining requirements, and providing comprehensive deployment support.

Additionally, our team will play a key role in the development of the DSI platform and its integration with our existing systems.



Digitised Strategic Development Plans



Our Strategic Development Plans (SDPs) serve as our long-term blueprint for the network out to 2050. We have recently published the first set of SDPs and are now underway on updating our Strategic Development Plan Methodology for 2026.

Following feedback from our SDP stakeholder consultations, we are investigating more ways to digitalise the outputs of our strategic planning processes including how we present insights and how we make data from our SDPs more accessible.

The SDP methodology update will be published for consultation in early 2026 where we will welcome input and feedback on our approach to digitalising SDPs. In the meantime, we have recently refreshed our **SDP interactive map** which now includes our new SDP Summaries.





HOW WE'LL DELIVER OUR PRODUCTS AND SERVICES

OUR DELIVERY APPROACH



- Our Digital Strategy outlines how we use 'Customer Categories' to surface insights and create deeper understanding of our customers' needs.
- We use the insights gained to design our products and services.



- We'll also engage the consumers of our services and integrate their feedback to improve our products.
- Our commitment to deliver by our principles supports our ambitions stated for process alignment in our Digital Strategy.



- We'll work with the supply chain and peers to facilitate the innovative aspirations of stakeholders.
- By setting the standard, being fast to follow and quick to learn we remain connected to what our stakeholders and consumers need.



- We'll learn by using data and analytics to anticipate issues, support decision making and ensure our network is ready for net zero.



- By measuring our performance against our strategic goals we ensure that we add value over time.

THE RISKS WE ARE ADDRESSING



- 1** *To avoid our products and services not aligning with, or benefiting from, similar work taking place elsewhere in industry or wider. This would risk introducing complexity and inconsistency to our customers and stakeholders, and increasing the incremental and long term cost to deliver our DSAP and realise our own and the UK's strategic digitalisation ambitions.*
 - We align with industry through the ENA Data and Digitalisation Steering Group, our broader collaboration with other stakeholders, and by seeking feedback on areas we should collaborate further.
 - We publish an appendix listing the data standards, underlying technologies and other information elements that enables customers and stakeholders to provide feedback and shape ours and others forward plans.
- 2** *To avoid incremental costs of providing and developing products and services from outweighing the benefits.*
 - We're taking a holistic approach to determining 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.
- 3** *To avoid a limited uptake of products and services by early alignment to customers' need*
 - Whilst we see 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 maybe used and the frequency of use.

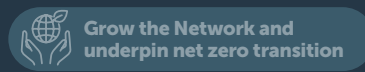


HOW WE MEASURE OUR SUCCESS AGAINST OUR STRATEGIC GOALS

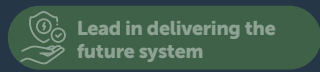
OUR STRATEGIC GOALS



Improve customer performance and efficiency



Grow the Network and underpin net zero transition



Lead in delivering the future system

STRATEGIC GOAL

MEASURE OF SUCCESS



Improve customer performance and efficiency

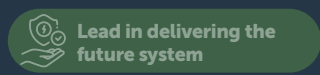
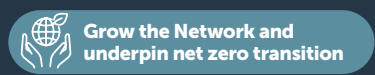
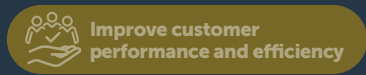
- Maintain/ improve our industry-leading **9.3 digital satisfaction score**.
- Continue to meet our obligations and align with best practice.
- Use data in a way that meets the expectations and intent of the Data Best Practice Guidance.
- Publish and regularly review our Digitalisation Strategy and Action Plan.

- Published 28 data assets, supporting decision-making and innovation for data users.
- Provided comprehensive analysis opportunities by publishing 174 data sets covering current and historic data.
- Published 593 supporting resources, including data dictionaries, maps, and reports, ensuring users have the context they need.
- Increased assurance of our data with 54% of datasets now Level 1-assured, providing greater confidence in data accuracy and reliability.
- Enabled interactive and intuitive data exploration through our Embedded Capacity Register GIS Dashboard and DFES Dashboard.
- Responded to 162 data requests from users within this financial year (since April 2025).
- Increasing our data quality through development of a data quality engine and business application and leveraging the ongoing partnership with Icebreaker One.
- In the previous 12 months our Power Track app was used more than 4.9m times, we had 3.6m website views and over 300k incoming messages on social media platforms.
- 9.3/10 (avg) - Our online digital satisfaction score.



HOW WE MEASURE OUR SUCCESS AGAINST OUR STRATEGIC GOALS

OUR STRATEGIC GOALS



STRATEGIC GOAL	MEASURE OF SUCCESS
Grow the Network and underpin net zero transition ■ Enable our stakeholders to access key network data and platforms. ■ Provide open data to understand our coordinated investment strategies. ■ Enable smart digital access to our local net zero delivery plans.	■ Maintained our number of data portal users, with 14k visitors and 128k page views this year. ■ Leading the sector in network visibility, safely publishing 2.6bn smart meter data points at a street level across our entire network. ■ Shared 37 of our pioneering SDPs on our consultation library: <u>DSO Consultation Library</u>. ■ Refreshed our SDP interactive map which now includes our new SDP Summaries. ■ Introduced a '<u>Create Maps and Charts</u>' section on our Data Portal dedicated to building visualisations from select datasets, helping users to make sense of our data. ■ Added a real time outage pop up banner to our data portal to provide users with alerts when there is an issue with the network.



HOW WE MEASURE OUR SUCCESS AGAINST OUR STRATEGIC GOALS

OUR STRATEGIC GOALS

 Improve customer performance and efficiency

 Grow the Network and underpin net zero transition

 Lead in delivering the future system

STRATEGIC GOAL	MEASURE OF SUCCESS
 Lead in delivering the future system ■ Enable digitalisation across our business for customers and stakeholders. ■ Provide an integrated and collaborative digital platform. ■ Implement data sharing to drive better whole electricity system coordination.	■ Enhanced the portal’s usability with improved navigation, a data glossary, and a redesigned homepage and multiple exploration options. ■ Introduced a <u>collaborative space</u> to share ideas and examples to inspire users on how to use our data. ■ Users can now follow data to receive data asset notification and gain insights on any updates related to the data they are interested in. ■ Enabled users to monitor recent uploads and activity on the portal through our ‘what’s new’ newsfeed. ■ Actively engaged in the development of the Flexibility Market Asset Register.

WE WANT TO UNDERSTAND YOUR NEEDS

and how we can best meet them

WHAT WE'VE DONE SO FAR The customer needs below have been derived as the three items most important to customers through our DSO and Data Portal Stakeholder Surveys.



Customer Needs	What we delivered
Guidance through our data	- Published 593 supporting resources, including data dictionaries, maps, and reports, ensuring users have the context they need. - View recordings and materials from our data surgery events and see a log of upcoming events to learn more about the type of data that we share.
Better insight to consider options	- Introduced a 'Create Maps and Charts' section on our Data Portal dedicated to building visualisations from select datasets, helping users to make sense of our data. - Introduced a collaborative space to share ideas and examples to inspire users on how to use our data. - View all our reports and docs from a central location with the introduction of our 'Reports and Document' section on the Data Portal.
Expand access to high quality data	- Provided comprehensive analysis opportunities by publishing 173 data sets covering current and historic data. - Increased assurance of our data with 54% of datasets now Level 1-assured, providing greater confidence in data accuracy and reliability. - We will soon share data quality insights on the portal to help users understand our data in greater depth.

STAKEHOLDER ENGAGEMENT

Please send us your feedback on our Digital Action Plan.

We're developing our ED3 business plan, and your input is vital. We're inviting stakeholders to share their views on innovation, data, local electricity networks, and customer experience to help us understand what matters most to you and your community. By providing feedback, you'll play a key role in shaping our priorities, identifying opportunities to improve our services, and ensuring our plans reflect real needs and expectations.

stakeholder.engagement@sse.com



TOTAL ENGAGEMENTS SINCE JUNE 2025



Total Data Portal user accounts



Data Portal Stakeholders surveyed



People engaged in data related events



Total Data Downloads



GLOSSARY

Term	Description
Artificial Intelligence (AI)	The application of computer systems able to perform tasks or produce output normally requiring human intelligence, especially by applying machine learning techniques to large collections of data.
Data 2 Insights (D2I)	The Data-2-Insights Project aims to improve the value and insight customers gain from our Open Data.
Data Asset	A data asset is in any type of data that has value. Such as a system, web page, output file or database.
Data Sharing Infrastructure (DSI)	Data sharing infrastructure is a framework that enables secure and efficient data exchange between organisations.
Data Triage Playbook	The ENA Data Triage Playbook provides a framework for the energy sector to support organisations' Data Triage process to ensure datasets are as open as possible, promoting innovation and efficiency.
Digital Strategy and Action Plan (DSAP)	This refers to our Digital Strategy available here . The Digital Action Plan is this document.
Distribution Future Energy Scenarios (DFES)	An analysis-based methodology that directly supports electricity networks with long term strategy and network planning processes, at a localised level.
Distribution Network Operator (DNO)	The operator of the electric power distribution system which delivers electricity to most end users.
Distribution System Operator (DSO)	DSOs are responsible for managing and maintaining the distribution grid, which is a crucial component of the energy distribution system.
Energy Network Association (ENA)	Industry body representing the companies which operate the electricity wires, gas pipes and energy system in the UK and Ireland.
Flexibility Service Providers (FSPs)	Flexibility service providers (FSPs) are entities that offer services to adjust the consumption, generation, or storage of electricity in response to requests from network operators.
Geographic Information System (GIS)	The information we hold about the network in our core system.
Minimal Viable Product (MVP)	A Minimum Viable Product is a version of a product that includes just enough features to satisfy early customers and gather feedback for future development.
National Electricity System Operator (NESO)	Electricity system operator for Great Britain.
RIIO-ED2	The current price control covering the five-year period from 1 April 2023 to 31 March 2028. A link to our RIIO-ED2 business plan can be found here .
RIIO-ED3	The next price control covering the five-year period from 1 April 2028 to 31 March 2033.

Term	Description
Strategic Development Plan (SDP)	Our Strategic Development Plans (SDPs) provide a blueprint of long-term electricity system needs that allow us to work with other stakeholders to design and build the local markets and networks they need to decarbonise their power needs.
SSEN Transformation Programme	The focus of our transformation journey is rewiring how we work together to ensure we deliver for our colleagues, customers and communities every single day. We're modernising our technology, simplifying the way we work, and standardising processes to help everyone do their jobs easily and more efficiently.
Vulnerability Future Energy Scenarios (VFES)	A vulnerability-based project with aims of benefiting consumers in vulnerable situations by predicting the scale and location of such situations as well as what new situations may cause vulnerability.



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