

JUNE UPDATE

SSEN Distribution

DIGITAL ACTION PLAN

JUNE 2026



Scottish & Southern
Electricity Networks



CONTENTS

We power communities to thrive today and create a an electrified 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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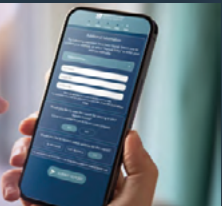
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FOREWORD

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.

Over the last six months, we have continued to make significant progress in delivering our digital ambitions. We have advanced key programmes that improve the experience of our customers and stakeholders, strengthen our operational capabilities, and enable the transition to a smarter, more flexible electricity system. During this period, we have also completed and submitted our Digital Uncertainty Mechanism application, setting out a clear and appropriate programme of digital investment to accelerate the delivery of customer, network, and societal benefits throughout the remainder of the RIIO-ED2 period.

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. We strive for our energy system to be not only electrified, but also connected, intelligent, and inclusive.

This reporting period has also been an important milestone in shaping the future of our network through the development of our ED3 Business Plan. Digitalisation is a central enabler of our ED3 ambitions, supporting the transformation of network operations, facilitating greater customer participation in the energy system, and improving the quality, accessibility, and transparency of data. Through extensive engagement with customers, stakeholders, industry partners, and communities, we have continued to refine our long-term digital strategy to ensure it reflects evolving needs and expectations.

We remain dedicated to ensuring our Action Plan and investments are clear, transparent, and accessible. This edition highlights not only the progress we have made since December 2025, but also how the foundations we are building today will support the delivery of our ED3 commitments and the wider transition to a net zero energy system. 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 in both the near and longer term. Over the next six months, there will be many opportunities for us to connect, engage, and collaborate, and we look forward to continuing this journey together.



Zoe Farrell

DSO Digital Strategy Manager
SSEN Distribution



Michael Glass

Data Governance Manager
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.
- Our latest digital strategy was published in March 2025, building on the foundations established in the first half of RIIO-ED2 to ensure data and digital systems are integrated and utilised in the energy system. We know that the demands on our network are growing, and that the digital role within that growth is increasing. Our reviewed and refreshed Digital Strategy enable us and our customers, stakeholders, and communities to move towards a digital first future.



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.



Click here to view
the Digital Strategy



Pages from the
Digital Strategy



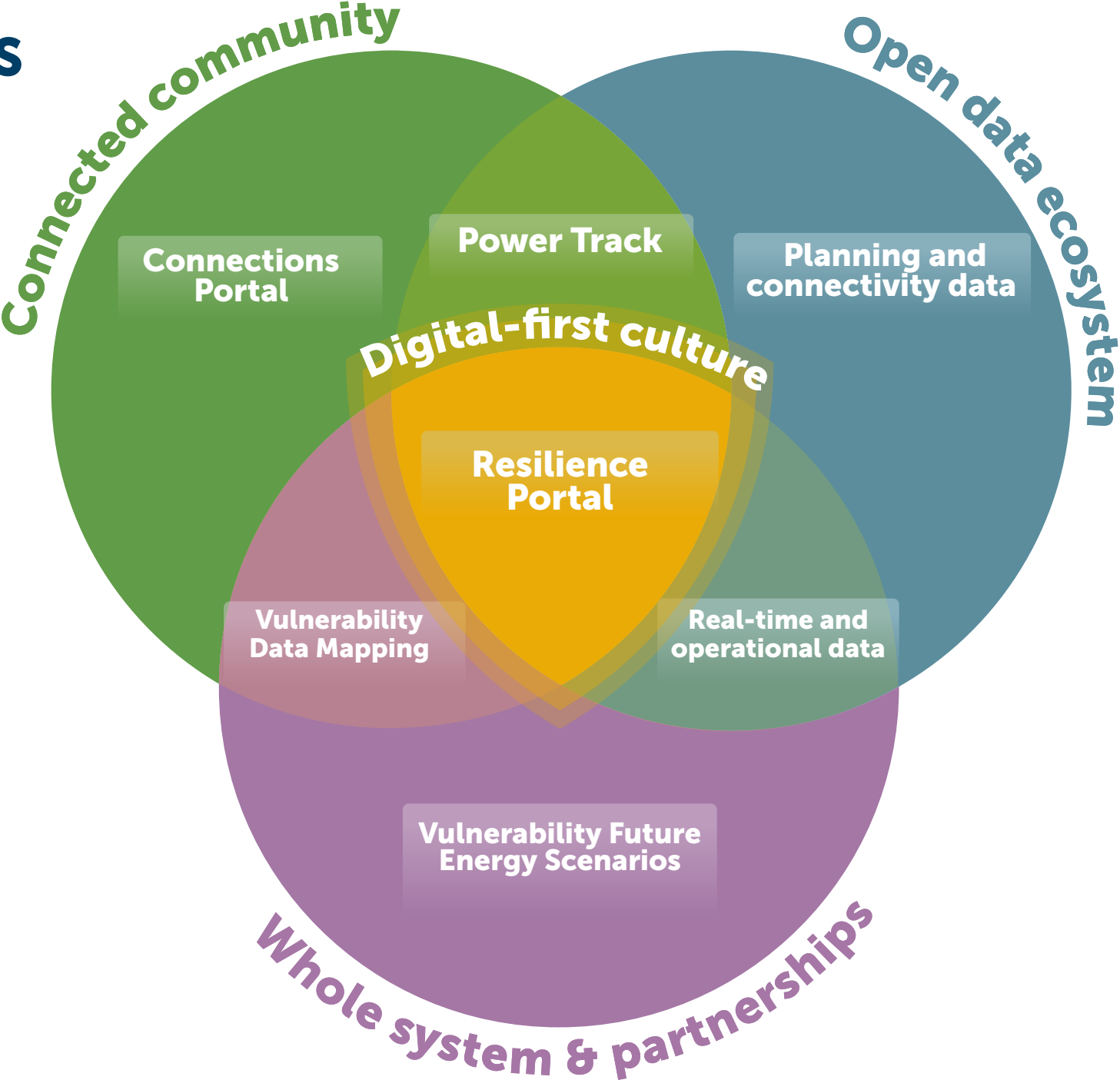
OUR EXISTING SERVICES BY FOCUS AREA

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.

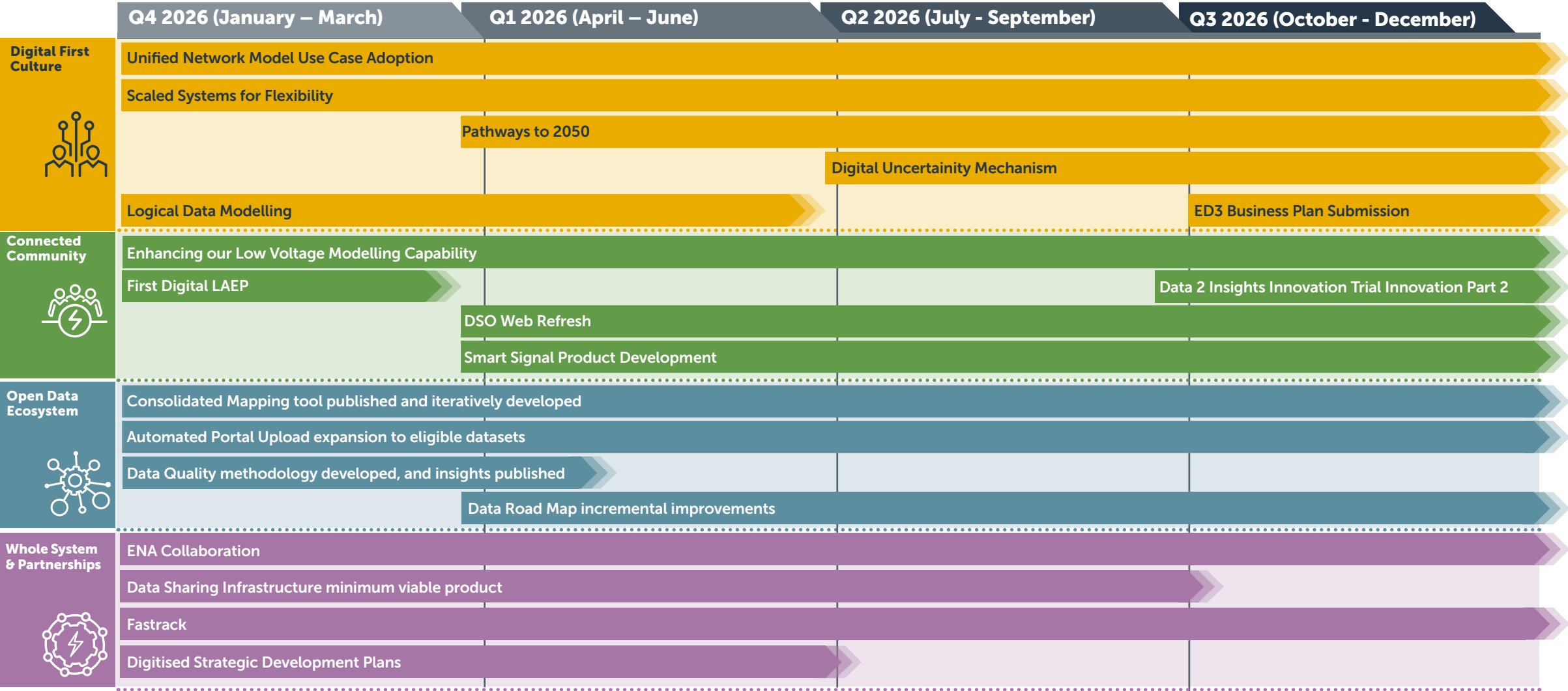
Illustrated are some of our existing services we commit to continuously improving as part of our core digital portfolio.





DELIVERY HIGHLIGHTS

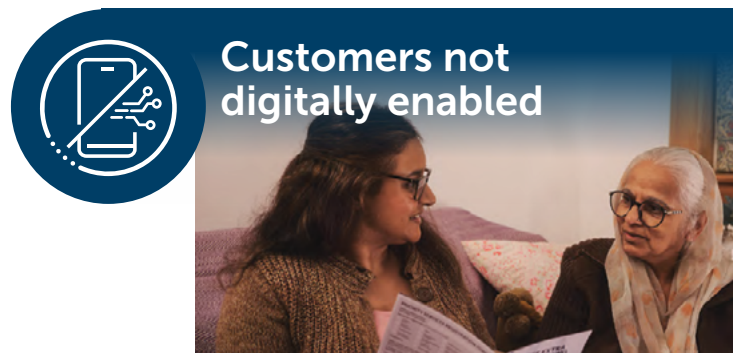
We'll explore some of these delivery highlights in more detail in the Spotlight section.





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



UNIFIED NETWORK MODEL ADOPTION



Through our Network Visibility and Model Management programme, we're further improving accuracy and consistency by developing an automatically updated digital master model.

Integrating data from network management, asset, geospatial, smart metering and monitoring. These enhanced, standardised models are already underpinning customer facing tools such as our low-voltage self-serve connections platform, delivering tangible value to users.

We've connected planning, real-time operations and flexibility markets through a joined-up digital architecture, enabling third parties to move seamlessly from insight to action. For example, our planning data and network models now directly inform operational constraint management and flexibility dispatch, reducing uncertainty between forecast need and real-world delivery.



SYSTEMS FOR FLEXIBILITY – CONTINUED DEVELOPMENT



Our flexibility technology stack combines **ElectronConnect** for market access, **Flexible Power** for dispatch, and **ZIV ANM** for network control, under an open architecture guided by our Flexibility Roadmap, our operational platforms, data management and integration create a modular roadmap that meets the needs of today and tomorrow.

Our Systems for Flexibility (SFF) programme continues to deliver new functional capabilities, including automated merit-order decision making. This capability has enabled rapid adoption of new requirements, including flexibility services that reduce curtailment risk for GB's first early-access demand connection, and flexibility solutions that reduce customer disruption during planned outages.

Significant progress has been made to raise short-term forecasting accuracy to 90%, and integrate core internal systems – strengthening data quality, reporting capability and analytical insight.

We've advanced platform functionality through API integrations, bulk asset registration and improved real-time visibility of market participation. These improvements reflect direct stakeholder feedback, reducing manual processes and enhancing the provider experience.



WHO
BENEFITS
FROM THIS



DIGITAL FIRST CULTURE **SPOTLIGHT**

WHAT'S OUR FOCUS IN THE NEXT SIX MONTHS?



DIGITAL UNCERTAINTY MECHANISM SUBMISSION



We have submitted a cost proposal to Ofgem seeking more than £25* million in funding to support the integration of new digital tools into day-to-day operations and to meet requirements associated with new and enhanced digital services. The proposal is designed to enable additional digital transformation across the organisation while delivering benefits to stakeholders and customers.

The **application** comprises 14 individual projects, including a dedicated workstream focused on enhancing NERDA. The proposed NERDA improvements have been shaped by stakeholder feedback and include enhancements to data presentation, the addition of broader datasets, and the provision of richer contextual information to improve usability and support decision-making. Further details of the full application are available in the submitted proposal documentation.

Over the next six months, we anticipate receiving Ofgem's decision on the funding submission. Once a decision has been made, we will communicate the outcome to stakeholders and, subject to approval, begin planning and mobilisation activities to deliver the proposed projects and associated enhancements.



* In 20/21 price bases

PATHWAYS TO 2050



Pathways to 2050 is a three-year innovation plan that seeks to transform the way low-voltage, local electricity networks are planned, ensuring they can support communities as they decarbonise. As more homes and businesses move over to electric vehicles, heat pumps, and rooftop solar panels, local electricity networks need to change to meet the resulting demand for more clean power.

Across our network areas, tens of thousands of local substations and hundreds of thousands of feeder lines (which transport electricity locally to transformers and customers) will need to manage this growth. Pathways to 2050 will meet this challenge with a proactive, data-led approach that anticipates where and when investment is needed, or if alternatives can offer a better solution.

By bringing together network data, local forecasts, and insights from customers, the project will mean planners and designers can develop targeted, fit-for-purpose solutions for each community. This includes identifying where using flexibility services to manage demand might reduce or defer the need for physical upgrades, thus lowering costs while maintaining reliability. This analysis also means that when improvements to networks are required, they can be delivered more efficiently, in a way that causes less disruption to customers.





CONNECTED COMMUNITY SPOTLIGHT

WHAT WE'VE ACHIEVED IN THE PAST SIX MONTHS



UK'S FIRST DIGITAL LOCAL AREA ENERGY PLAN



With our support Winchester City Council has developed the UK's first digital Local Area Energy Plan (LAEP) to accelerate its journey toward district-wide decarbonisation.

The digital LAEP uses detailed local data, scenario modelling and extensive stakeholder engagement to map a cost-effective, evidence-based pathway to net zero. We've played a central enabling role by working alongside the council and supplying LENZA, our advanced spatial modelling and digital planning platform, which underpins the creation of the digital LAEP and allows complex energy, technology and infrastructure options to be visualised and tested at scale.

The result is a pioneering, fully interactive plan that gives Winchester a clearer understanding of current energy use, future system needs, and priority projects – while also supporting a linked Community-Led Energy Plan pilot that empowers residents to shape local energy solutions.



ENHANCING OUR LOW VOLTAGE MODELLING CAPABILITY



Over the past six months, we have progressed the implementation of our enhanced network modelling platform, with platform configuration and integration activities now underway. Building on the foundations established through our Unified Network Model and aligned low-voltage connectivity datasets, we are developing the capabilities required to support more efficient and scalable modelling of the local electricity network.

A key focus has been improving the exchange and accessibility of network data across systems and processes. By strengthening data integration and establishing more consistent data flows, we are increasing the value of our centralised network and connectivity data assets. These improvements will enable more timely access to high-quality information, reduce manual handling, and provide a more robust foundation for modelling, planning, and operational decision-making.

Over the next six months, we will continue platform deployment and validation activities while assessing opportunities to extend these capabilities beyond low-voltage network modelling into wider network planning and analysis use cases. This will help ensure that the platform can support evolving network requirements, facilitate the connection and adoption of low-carbon technologies, and provide a scalable foundation for future digital and modelling services.





CONNECTED COMMUNITY SPOTLIGHT

WHAT'S OUR FOCUS IN THE NEXT SIX MONTHS?



OUR COMMITMENT TO ONGOING IMPROVEMENT



As part of our commitment to ongoing improvement, over the next 6 months we are undertaking a comprehensive review and refresh of the DSO webpages on our main website to enhance the overall user experience and improve the customer journey for our stakeholders.

This work includes reviewing existing content, improving page structure and navigation, ensuring information is clear, accessible and up to date, and creating a more intuitive pathway for users to find the information and services they need. By adopting a user-centred approach and aligning content with stakeholder needs, we aim to increase engagement, reduce barriers to access, and provide a more consistent and efficient experience.



SMART SIGNAL



Smart Signal is SSEN Distribution's emerging flexibility proposition designed to help customers get the most from low-carbon technologies such as electric vehicles, heat pumps and home batteries. By providing simple, location-specific signals that indicate the best times to use electricity, Smart Signal enables customers to make informed choices that can help reduce pressure on the local network while continuing to benefit from their existing energy tariffs and smart technology.

Smart Signal is designed to be straightforward and accessible. It does not require flexibility service providers to participate in complex markets, submit bids, or understand technical network constraints. Instead, it provides clear, predictable signals that can be integrated into supplier tariffs, smart charging solutions, and energy management systems, allowing customers to contribute to a more efficient electricity system with minimal effort.

The proposition is being developed in response to the growing adoption of low-carbon technologies and the increasing need to manage demand at a local level. By helping to spread electricity use more evenly across the day, Smart Signal has the potential to avoid connection delay, reduce the need for costly network reinforcement, and deliver benefits to a wider range of households. Development is now progressing as part of business-as-usual activities, with ongoing collaboration across suppliers, aggregators and technology providers to ensure the service meets customer needs and can be adopted at scale.





OPEN DATA ECOSYSTEM SPOTLIGHT

WHAT WE'VE ACHIEVED IN THE PAST SIX MONTHS



MAPPING TOOL



We're excited to have launched a new consolidated geospatial insights tool, combining frequently combined datasets into a single tool, enabling users to layer datasets and view dashboards for specific use cases. We've called this our [Centralised Network View](#).

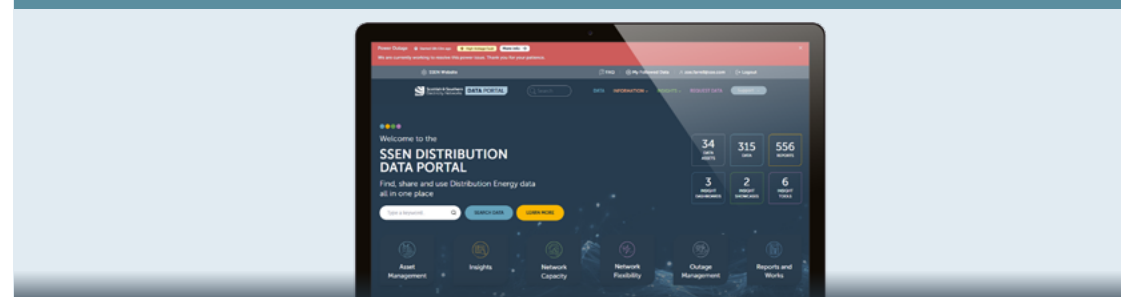
We identified an opportunity to improve the efficiency and accessibility of our geospatial data by developing a user-friendly solution shaped by stakeholder needs. In response, we developed a proof-of-concept tool bringing together demand and generation headroom data, the Embedded Capacity Register and Strategic Development Plans. We then hosted a stakeholder webinar to showcase the tool, gather initial feedback and inform the next phase of development.

Over 90 stakeholders participated in this initial review, with 72% of users using this data to assess project feasibility and stating data quality and refresh frequency as priority areas. Feedback on the tool itself led to the removal of some graphics and simplifying the controls to be more intuitive; incorporating Local Authority polygons and flexibility opportunities and; developing a RAG status for both demand and generation headroom to improve accessibility when identifying feasibility opportunities.

We're continuing to capture feedback now the tool is live to inform further developments in future and are reporting on the quality of the data within the tool in our new Data Quality Dashboard.



OUR COMMITMENT TO DATA



Over the past year, we've significantly strengthened our role as a data-driven, insight-led organisation by materially expanding access to high-quality, usable network data. We now publish 308 datasets, including access via APIs where appropriate, making it easier for stakeholders to integrate our information directly into their own tools, analysis and decision-making processes. This has been complemented by the iterative, stakeholder-informed development of a new industry-leading geospatial tool, ensuring our data is not only available but genuinely usable and shaped by user need.

We've also improved confidence in our information through the introduction of a data quality dashboard, with accuracy now at around 90%, giving stakeholders clear visibility of data performance and assurance of reliability. To support better whole-system coordination, we are providing data in CIM and network model formats, enabling closer alignment across planning, operations and market activities.



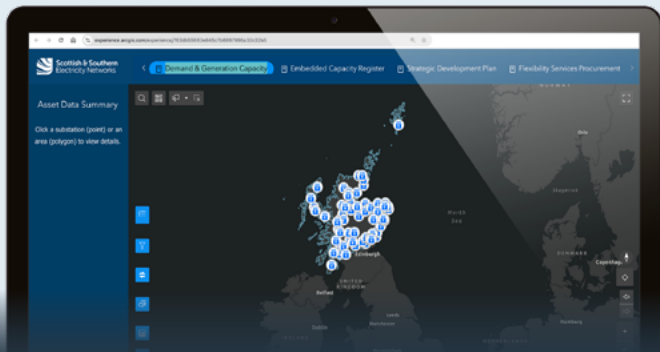


OPEN DATA ECOSYSTEM SPOTLIGHT

WHAT'S OUR FOCUS IN THE NEXT SIX MONTHS?



CENTRALISED NETWORK VIEW UPDATES



Over the next six months, we will continue to enhance the Centralised Network View by expanding both the range of available data and the functionality provided through the platform. These developments will further strengthen its role as a single source of network insight, enabling stakeholders to access more comprehensive and up-to-date information to support planning and decision-making.

A key priority during this period will be engagement with stakeholders to help shape the future development roadmap. We will seek input on priorities and use cases to ensure that enhancements are aligned with user needs and deliver the greatest possible value. This collaborative approach will help guide investment in new capabilities and ensure the platform continues to evolve in response to stakeholder requirements.

Planned developments include integrating the Centralised Network View with outputs from our Unified Network Model to improve consistency across network data products, automating data refresh processes from our centralised data lake, and introducing additional secondary network-level insights. These enhancements will include information such as smart meter penetration and usage metrics, providing users with a richer understanding of network characteristics and trends.



DATA ROAD MAP



Over the past six months, we have continued to develop and mature SSEN's dataset roadmap, ensuring that our published and planned data products align with stakeholder needs, regulatory requirements, and the evolving energy system. This has included reviewing existing datasets, identifying opportunities to improve data quality and accessibility, and prioritising new data releases that support greater transparency and informed decision-making across the sector.

A key focus has been strengthening the processes and platforms that underpin our data services. By enhancing data governance, improving automation, and increasing the use of centralised data assets, we are creating a more efficient and scalable approach to dataset management. These improvements will help ensure that datasets remain consistent, reliable, and easier to maintain, while reducing the time required to introduce new data products and updates.

Over the next six months, we will continue to expand the range of datasets available through our digital channels and work closely with stakeholders to refine future roadmap priorities. This will include evaluating opportunities to provide additional network insights, improve data granularity and refresh frequencies, and enhance interoperability with other network and industry data products. Through this ongoing development, we aim to deliver a dataset portfolio that better supports network planning, innovation, flexibility services, and the transition to a smarter, more data-driven energy system.

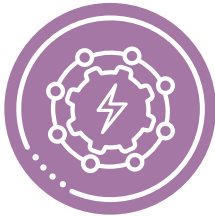




WHOLE SYSTEM & PARTNERSHIPS

WHAT WE'VE ACHIEVED IN THE PAST SIX MONTHS

SPOTLIGHT



DATA SHARING INFRASTRUCTURE

PILOT LEADS

NESO
National Energy System Operator

NATIONAL DIGITAL TWIN PROGRAMME

HM Government

NETWORK PARTNERS

Scottish & Southern Electricity Networks
TRANSMISSION

nationalgrid
Electricity Transmission

Scottish & Southern Electricity Networks

SP ENERGY NETWORKS

Over the next six months, our focus will be on testing a range of data product use cases and implementing the required infrastructure to support these activities. This includes supporting the deployment and configuration of the technical foundations for effective data sharing and collaboration across participating organisations.

To enable successful testing and adoption, we will work closely with stakeholders to establish the necessary processes, governance arrangements, and operating procedures. This collaborative approach will help ensure that each organisation is in a position to participate in testing activities, validate use cases, and contribute to the ongoing development of the Data Sharing Infrastructure MVP.

DIGITISED STRATEGIC DEVELOPMENT PLANS

In direct response to stakeholder feedback, we've increased the scope of our SDPs. We're now the only DSO providing insight down to secondary substation. We've included forecasting of these assets and how they may respond to projected DFES growth. This allows us and stakeholders to look at interventions on the low voltage network to facilitate load growth.

We've introduced one-page summaries of our SDPs making them easier to navigate, refreshed content for clearer executive overviews, and added a plain-English guidance document across our multiple licence areas. We've increased transparency on when stakeholders can influence SDPs through an indicative timeline, clearer consultation windows, and regular updates via the Whole Systems newsletter.

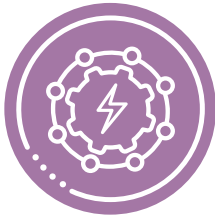
We've clarified alignment between SDPs and NESO's tRESP/RESP processes through new guidance explaining how insights flow into national system planning. We've added filter and search options to our DSO Publications and Reports section in our website to make it even easier for stakeholders to find the right information for their area.

With our updated SDP methodology we've strengthened alignment with RESP, expanded coverage to include non-load needs, and accelerated the digitalisation of outputs to provide clearer, more accessible insight for stakeholders.



WHOLE SYSTEM & PARTNERSHIPS

SPOTLIGHT



WHAT'S OUR FOCUS IN THE NEXT SIX MONTHS?

DATA SHARING INFRASTRUCTURE

PILOT LEADS

NESO
National Energy System Operator

NATIONAL DIGITAL TWIN PROGRAMME
UK Government

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Scottish & Southern Electricity Networks
TRANSMISSION

nationalgrid
Electricity Transmission

Scottish & Southern Electricity Networks

SP ENERGY NETWORKS

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.

FASTRACK

FastTrack is an ethical AI-driven planning tool that simulates the impact of connections requests from primary substations to the Grid Supply Point. By analysing network capacity, existing load, connection data and external drivers. This moves beyond static planning approaches to support system planners in making informed decisions on investments, access products and interventions to accelerate delivery and optimise capacity use.

The project seeks to:

- Accelerate connections and reduce delays by enabling faster, more accurate assessment of network capacity and prioritisation of interventions.
- Improve network efficiency and lower costs by optimising the use of existing infrastructure and reducing unnecessary reinforcement.
- Enhance planning transparency and decision-making with a clearer, system-wide view of constraints and queue evolution.
- Support greater electrification and flexibility uptake, unlocking additional capacity and improving access for customers connecting to the network.
- Together, FastTrack strengthens our ability to deliver faster, more efficient and data-driven connections, directly supporting improved customer outcomes and whole-system benefits.



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.	■ 308 datasets published openly, supported by 556+ methodologies, maps, dictionaries and insight reports. ■ 65 datasets fully accessible via API, supporting automated decision-making and third-party system integration at scale. ■ 50% of datasets independently Icebreaker One Level-1 assured – the only DSO with this accreditation. ■ In the previous 12 months our Power Track app was used more than 10m times with over 120k reports. ■ We had 3.2m website views and over 285k incoming messages on social media platforms. ■ Our Social Media online digital satisfaction score - 9.2/10. ■ Our Power Track online digital satisfaction score - 4.6/5.



HOW WE MEASURE OUR SUCCESS AGAINST OUR STRATEGIC GOALS



STRATEGIC GOAL	MEASURE OF SUCCESS
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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.	■ 3.23 billion smart-meter data points published, making us the only DSO providing daily-updated, street-level half-hourly data via open API. ■ We introduced a 20-day service level agreement to provide timely updates on stakeholder requests on the data portal. ■ Our Data Quality Engine applies 600+ rules using a governed methodology aligned to SSE's data quality dimensions, executing standardised SQL to detect, score and log data quality issues and anomalies. ■ We've introduced data quality profiling across our platform, assessing 1,617 tables and 66 billion data points to give clear visibility of data quality at scale.
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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.	■ Over 90% short-term forecasting accuracy, enabled through machine-learning integration using NeRDA and third-party analytics. ■ We’ve automated data flows directly from source systems to our Data Portal, giving users immediate access to the same data we use. Data is validated in our Data Lake against defined rules, with quality issues flagged, logged and tracked through to resolution. ■ Established secure operational data links via DSI pilots and ICCP interfaces to coordinate directly with NESO and other operators. ■ Published flexibility opportunity maps, tender outcomes and constraint data to lower barriers to entry.

WE WANT TO UNDERSTAND YOUR NEEDS

AND HOW WE CAN BEST MEET THEM

WHAT WE'VE DONE SO FAR



Customer Needs

What we delivered

We need more accurate and unbiased data to make informed decisions	Improved assurance processes and enhanced data quality steps to mitigate bias and ensure published data is trusted and accurate.
Data formats vary and are hard to work with; can you provide consistent and accessible formats?	Ensured data is provided in accessible, common formats and made available in logical, easy-to find locations.
We want easier ways to automate data access from the Data Portal and integrate it into our system	Expanded the consistent use of APIs across data sets to allow stakeholders to automate data collection.
We want earlier visibility of network needs and opportunities	Shared constraint forecasts, flexibility needs and capacity maps earlier
We want simpler digital processes when procuring flexibility	Upgraded our platform functionality to streamline processes and make procurement more straightforward.

STAKEHOLDER ENGAGEMENT

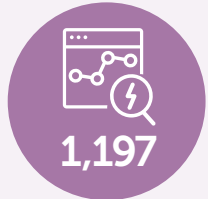
Please send us your feedback on our Digital Action Plan.

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.

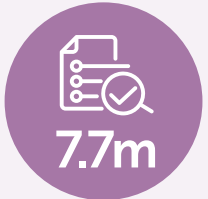
stakeholder.engagement@sse.com



TOTAL ENGAGEMENTS SINCE DECEMBER 2025



Total Data Portal
user accounts



Data points with data quality
profiling on data portal



Requests responded to
within SSEN SLA*



Total Data Downloads



GLOSSARY

Term	Description
Application Programming Interface	Application Programming Interface (API) - a set of defined rules that enable different applications to communicate with each other.
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.
Common Information Model (CIM)	A CIM file typically consists of a collection of flat files, including data and metadata regions, object ID files, and filesystem description files.
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.
Intern-control Centre Communications Protocol (ICCP)	The Inter-Control Centre Communications Protocol (ICCP) is a standard protocol for data exchange between control centres in the electric power sector. It enables real-time and historical data exchange, including status, measured values, scheduling data, and operator commands.
Local Area Energy Planning (LAEP)	LAEP is a process designed to deliver effective local action to contribute to the 2050 net zero.

Term	Description
Local Energy Net Zero Accelerator (LENZA)	Geospatial planning software, powered by Advanced Infrastructure's LAEP+ infrastructure, provides data on network constraints, empowering planners to make better informed decisions about where to install new energy assts in their local areas.
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.
Near Real Time Data Access	(NeRDA) - Making near real-time data from our network available to stakeholders
Red Amber Green (RAG) Status	RAG status is a color-coded system (Red, Amber, Green) to visually communicate the capacity of an asset.
Regional Energy Strategic Plans (RESPs)	Regional Energy Strategic Plans (RESPs) - aims to coordinate energy infrastructure development across England, Scotland, and Wales, ensuring a transition to a net-zero energy system.
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.
Service Level Agreement (SLA)	Formal contract between a service provider and a customer that defines the expected level of service, performance metrics, and remedies if those standards are not met.
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.
transitional Regional Energy Strategic Plan (tRESP)	To inform the network investments by electricity distribution network operators (DNOs) between 2028-33.
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.
ZIV Active Network Management System (ZIV ANM)	An Active Network Management (ANM) system continually monitors all the constraints on an area of the network, in real-time, and allocates the maximum amount of capacity available to customers in that area based on the date their connection was accepted.

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