

2023

DIGITAL ACTION PLAN

SSEN


DECEMBER UPDATE



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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, beyond keeping the lights on, 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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FOREWORD

Our Digital Action Plan is refreshed every six months to give specific detail on the activities and investments we are making in this period and into the future. This sits alongside Our Digital Strategy, which shares what products and services all our different customers can expect in the short and longer term.

Our purpose of powering communities today and building a net zero tomorrow is built on trust and transparency. Our digital action plan is designed to support and enhance the experience for the people we provide services to and for the partners we work with. Our digital investments best serve the specific needs of all customers from household and businesses who rely on electricity to power their lives, to flexibility providers and Local Authorities who are critical to the planning of the future energy system. Our action plan and the investments we are delivering are designed to be clear, transparent and accessible.

We welcome all feedback and any opportunities where we might be able to move even faster. Our investments in digital are critical to supporting our customers both today and in the future.

Andrew Roper

Distribution System Operations Director
SSEN Distribution



CIO INTRODUCTION

The Digital Action Plan sets out a wide range of challenging commitments driven by our customer and stakeholder needs for increased levels of service and information.

Intrinsic to our plan is recognition of customer and stakeholder need to have access to new capabilities quickly. To meet this challenge we have adopted a new approach to delivery. This new approach embeds greater agility in our delivery model enabling us to deliver capability incrementally, putting value in the hands of our customers and stakeholders as quickly as possible and then providing updates to these services to increase the value over time. Our Smart Estimated Time to Restore tool is a good example of where an early delivery of capability had immediate benefit for our customers by improving the accuracy of forecast restoration times, we have continued to enhance this product and made further releases to increase the breadth of use and improve accuracy.

We are continuing to embed our new ways of working across all areas of delivery, refining our model such that we achieve our targets for continuous delivery of value add capability in line with customer expectations.

Nicola Gribbin

CIO of Technology, Digital and Data
SSEN Distribution





OUR DIGITAL STRATEGY AND ACTION PLAN



OUR DIGITAL STRATEGY

- **Our Digital Strategy** shares 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 25,000 stakeholders, seeking their views on every aspect of our plans and proposals.
- We have also used our engagement with you to structure our 2023 Digital Strategy into “segments” that summarise the different needs each group of stakeholder may have. In each segment we then describe how we will meet those needs through our digital products and services today and in the longer term.



OUR DIGITAL ACTION PLAN

- Our Digital Action Plan shares the progress we have 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 THEME

Underpinning our strategy at SSEN Distribution are a set of key priorities supporting our purpose of powering communities to thrive today and create a net zero tomorrow.

Although 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.

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



DELIVER A SAFE, RESILIENT AND RESPONSIVE NETWORK

- Load Model
- Realtime and operational data (e.g. NeRDA)
- Planning and connectivity data (e.g. LTDS and NDP)



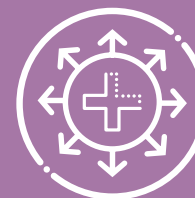
ACCELERATE PROGRESS TOWARDS A NET ZERO WORLD

- Electric Vehicle and Heat Pump Connect and Notify
- Future Scenario Mapping
- Connectivity+



DELIVER VALUE AND IMPROVE SERVICE FOR CONSUMERS

- Power Track
- SMART ETR (Estimated Time to Restore)
- Connections Applications and Tracking Services



MAKE A POSITIVE IMPACT ON SOCIETY

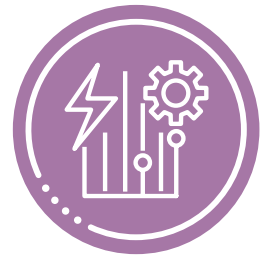
- VFES (Vulnerability Future Energy Scenarios)
- Resilience Portal
- Vulnerability Data Mapping



DATA SPOTLIGHT

WHAT HAVE WE ACHIEVED IN THE PAST SIX MONTHS

Some key highlights...



SSEN Data Portal



Our Data Portal is a single point of access to all the data Scottish and Southern Energy Networks publishes.

This catalogue of data will bring visibility to our network assets, their location, their usage, and their performance.

We are aiming to engage with all our data consumers from local authorities, our supply chain, flexibility providers, energy suppliers and anyone with an interest in achieving net zero.

Our data spans both of our licence areas across the North of Scotland and South of England.

 [Explore here](#)

Near Real-time Data Access Tool (NeRDA)



In line with our Open Networks approach, our Near Real-time Data Access (NeRDA) portal is live and making available power flow information from our EHV, HV and LV networks.

It takes data from a number of sources, including SCADA PowerOn, our installed low voltage monitoring equipment, load model forecasting tool, connectivity model and our Long Term Development Statement (LTDS).

Making near real-time data accessible from DNO's is facilitating an economic and efficient development and operation in the transition to a low carbon economy. NeRDA is a key enabler for the delivery of Net Zero, by opening network data it is creating opportunities for the flexible markets, helping to identify the best locations to invest flexible resources and connect faster.

 [Explore here](#)

Modelled Network Load Data and Insights



The load model is a machine learning product which estimates a half-hourly annual demand profile for each household based on a series of demographic, geographic and heating type factors.

To enable us to estimate capacity on the electricity network while protecting individual customers data privacy, these views are aggregated to the networks hierarchy based on the combinations of customers associated with each asset.

This view is supplemented with the Distributed Future Energy Scenarios (DFES) which highlight the expected impact of low carbon technology (LCT) on the network such as heat-pumps or electricity vehicles. The view demonstrated here represents a sample iteration of our evolving network capacity & load model - highlighting estimated peak usage against asset rating

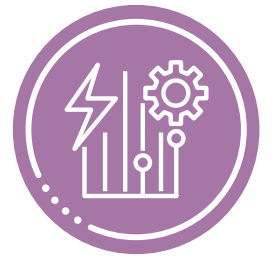
 [Explore here](#)



DATA SPOTLIGHT

WHAT HAVE WE ACHIEVED IN THE PAST SIX MONTHS

Some key highlights...



Local Energy Net Zero Accelerator Tool (LENZA)



The innovative 'Local Energy Net Zero Accelerator' (LENZA) tool has been developed alongside leading software provider Advanced Infrastructure, with input from stakeholders across SSEN Distribution's licence areas in the north of Scotland and central southern England.

With the growth in low-carbon transport and heating, local authorities have a key role in planning the infrastructure that will support the choices that will drive net zero. The LENZA tool will show live capacity on the network and predicted constraints, allowing local authorities to make better decisions on where to put new energy assets or roll out low-carbon programmes. It uses a traffic light system to show whether a new energy asset could be accommodated on the existing network or where further development is required.

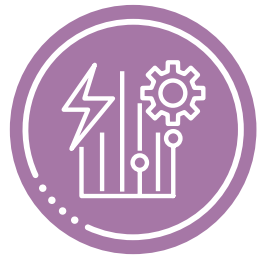
The tool draws together data from multiple sources into a single graphical map that can overlay network data, socio-economic data and information from gas and water utilities to help plan the roll-out of low carbon technologies (LCT) such as charging points for electric vehicles or heat pump retrofit schemes. This will help local authorities by enabling these technologies to be sited in cost-effective locations in places for the benefit of all people in local communities. The tool will also give SSEN an early heads-up of additional network needs, creating an effective partnership for accelerating net zero.

Following a successful pilot with three local authorities, the tool is now available to all local authorities across SSEN's licence areas, and will be deployed on a staged basis, where an active resourced programme to develop a Local Area Energy Plan is in place.

 [Explore here](#)

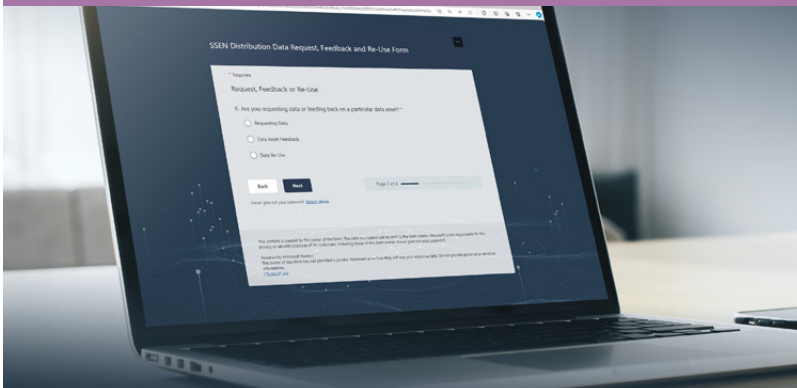


DATA SPOTLIGHT



WHAT IS OUR FOCUS IN THE NEXT SIX MONTHS?

Build upon and improve existing publications



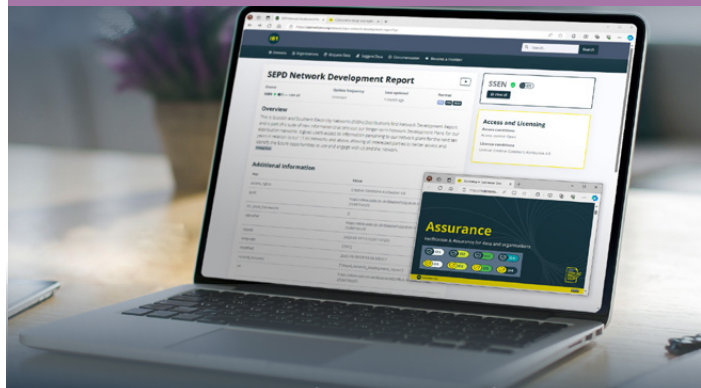
We are currently working on migrating existing data flows and resources from our [website](#) to our new [Data Portal](#).

We are looking to supplement many of our data assets with additional resources, machine-readable format, and the ability to consume data assets via Application Programming Interface (API). We will use our digital strategy and action plan stakeholder events to gather feedback and engage with you, our data consumers. This feedback and engagement will drive our priorities to develop additional capability and features on our data portal.

We want to engage with you to understand your needs and data dependencies. To get more information, provide feedback, or communicate your ideas, please contact us at data@ssen.co.uk or submit a response on our [data request and feedback form](#).

 [Explore here](#)

Icebreaker One engagement for Organisation and Data Assurance, and Indexing on the Net Zero Portal



In an industry first, Scottish and Southern Electricity Networks (SSEN) Distribution is working in partnership with leading not-for-profit Icebreaker One to build the digital and data-sharing functionality needed to support the net zero transition.

The deployment of innovative data-sharing techniques and services will be essential for electricity networks to manage the additional electricity demand generated by the uptake of electric vehicles (EVs), the charge points that will power them, and other low carbon technologies.

 [Explore here](#)

Build the foundation for engaging with the Trust Framework and Data Sharing Infrastructure



Trust Frameworks are a core component of Data Sharing Infrastructure that enable data flow to operate at national and international scales.

Data sharing at scale requires the separation of 'the data' from its governance and the technology used to host and transfer it. In a Trust Framework (TF) market architecture, the number of 'places' where the data is used is decentralised and distributed (with supporting legal, security and technical rules) and made available in a peer-to-peer architecture.

 [Explore here](#)



CUSTOMER JOURNEYS **SPOTLIGHT**

WHAT HAVE WE ACHIEVED IN THE PAST SIX MONTHS



Some key highlights...

Power Track Optimisation



Improving the self-serve experience for customers in a power cut

We've made further improvements to **Power Track** in the past six months, including automating the "raise a report" function. This reduces the total life cycle of getting an engineer to site **by up to 30 minutes**. More than a **1.6 million** users have accessed this service in the past year – and it continues to be our **fastest growing channel of contact**.



FASTEST GROWING CONTACT CHANNEL

Smart ETR (Estimated Time to Restore)



Providing accurate restoration times in response to customer feedback

Following a successful trial, we have formally launched SMART ETR. An **industry first innovation** which uses millions of data sets combined with a custom-built **machine learning/AI tool** to provide customers with an accurate ETR. It's **dramatically improved the accuracy of forecast restoration times** for hundreds of thousands of customers.



UTILITY WEEK FINALIST
Unlocking Data Award

Vulnerability Future Energy Scenarios (VFES)



Predicting emerging vulnerabilities at a geographic level

VFES explores how the use of **new fore sighting techniques**, along with **data analytics** and **expert validation** to identify and forecast consumers in vulnerable situations as we move toward net zero.

The new data tool helps us predict network requirements based on customer, community, and wider societal factors.



Fore Sighting
Provided by Imperial College London (ICL)



Machine Learning
Provided by The Smith Institute



Expert Validation
Provided by policy experts at National Energy Action



CUSTOMER JOURNEYS **SPOTLIGHT** WHAT IS OUR FOCUS IN THE NEXT SIX MONTHS?



Connections Self Serve



Making it easier to request a new connection or service alteration

We're in the process of building a self-serve connections portal which, through a series of longer term incremental releases, will enable customers to request and then design their own connection services, receiving an estimate there and then – dramatically reducing the time it takes to get their project moving.

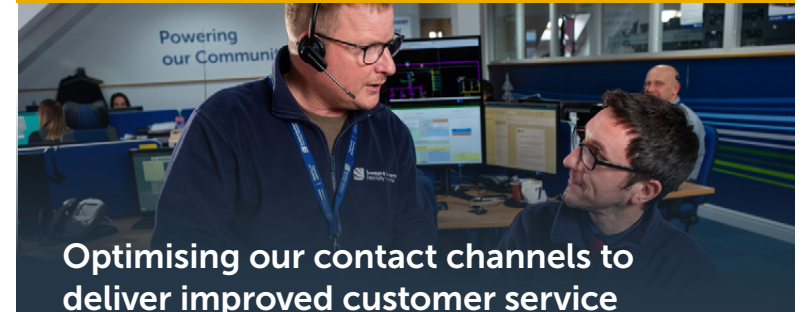
Resilience Portal



Providing our resilience partners a portal to manage and support customers

We'll launch a mapping tool for our resilience partners where they can get real-time visibility of faults in their area and provide the ability to communicate with SSEN and other partners in the area too.

Channel Strategy



Optimising our contact channels to deliver improved customer service

We'll optimise our contact centre operations by moving to a cloud-based contact centre – this enables us to better manage our customer service resources to answer customers quickly. Furthermore, we'll review our contact channel strategy, ensuring our channels are fit for purpose and delivering to customer needs.

CONTINUOUS IMPROVEMENT CYCLE

We'll continue to invest in and improve our existing digital products – focused on delivering brilliant digital services for our customers. This will be done through quarterly release cycles.



OUR WEBSITE



A 'shop window' into SSEN providing a one stop shop with all the information our customers need to self-serve and find what they're looking for.

POWER TRACK



An industry leading service providing a stress-free experience to dealing with a power cut, at the click of a button or tap of a finger.

CONNECTIONS



Optimised experiences when requesting services like new connections for properties and low carbon technologies (EV's, Solar Panels etc).



FLEXIBILITY SPOTLIGHT

WHAT HAVE WE ACHIEVED IN THE PAST SIX MONTHS



Some key highlights...

HOMEflex



Helping households and small business build confidence in flexibility and see how they may benefit.

The HOMEflex (Household or Microbusiness Energy Flexibility) works towards an inclusive, fair, and transparent domestic flexibility market. The Code of Conduct, created by Flex Assure with the support of SSEN aims to help build trust and encourage engagement in flexibility services.

Systems for Flexibility



Distribution Connection and Use of System Agreement (DCUSA) Schedule 2D Connections and ANM



Global Call for Flexibility

Options for business and flexible service providers for flexible connections and flexible services.

Systems and tools in place to support the new standardised DCUSA Schedule 2D limited curtailment connections meaning, where appropriate customers receive flexible connection offers as standard. Flexible access and flexible services operated through our well established Flexible Power and Active Network Management (ANM) systems. Briefed our Flexibility Global Call ahead of our Spring and Autumn tender rounds.

Standardising, Scaling, Developing



Standardising market arrangements across GB where appropriate, whilst developing solutions where these are needed.

Working alongside DNOs across GB through the Open Networks project we are standardising arrangements where we can. We are working with the Electricity System Operator (ESO) to help scale their Local Constraint Market (LCM) trial which will manage transmission constraints to reduce consumer costs and utilise zero carbon generation. We are also developing arrangements for local flex such as our Low Voltage (LV) Diversity and future of Load Managed Area (LMA) work.



FLEXIBILITY SPOTLIGHT

WHAT IS OUR FOCUS IN THE NEXT SIX MONTHS?



Market and Operations Road Map



Setting out our plans and timelines for future market products and our Distribution Systems Operability Framework.

By February: publish and consult our future distribution flexibility market vision as well as our flexibility product roadmap; and standardise products with Open Networks.

By April: publish and consult on our dispatch decision making framework; and consult on our Distribution System Operability Framework.

Third-Party Market Platform Provider



Engage with a third-party market platform partner to improve our flex procurement customer experience.

By April: publish and consult on our dispatch decision making framework; and consult on our Distribution System Operability Framework, to enable flexible service providers to know what network actions we'll take and when.

Smart Meter Data



Publishing Half-Hourly Smart Meter data on our Data Portal.

By January: we will publish Half-Hourly smart metering on our Data Portal, consistent with our Data Privacy Plan bringing visibility to our network assets, their location, their usage, and their performance. We will work with partners across ENA to ensure the development of interoperability across GB



PUTTING DIGITAL INCLUSION AT THE HEART OF OUR STRATEGY

The world of digital is evolving rapidly and our digital strategy and action plan sets out how we will develop our digital services to keep pace with the growing needs, expectations, goals and behaviours of our customers. Although over 90% of the UK population have access to the internet, and the majority of the population demonstrate good levels of digital maturity, we are acutely aware of a proportion of our customer base who may not be digitally native and therefore unable to access our digital services in the same way as everyone.

Lloyds Bank UK Consumer Digital Index presents an important review of digital maturity in the UK and most notably calls out some important research;

- 11.9m people (22% of the population) do not have the digital skills needed for everyday life in the UK
- by 2030 it is predicted that 4.5m people (8% of the population) will remain digitally disengaged
- people with a disability are 35% less likely to have essential digital skills for life

With this in mind, there is a principle at the core of our strategy and action plan; we never leave a customer behind. This means that we constantly think about how our services are designed to ensure that they are inclusive for all our customers. In most cases, we're able to build our digital services in a way that means they are accessible to all, but where this is not possible, we ensure there are suitable alternatives such as continued ability to speak to someone and access all of our services via our UK based contact centres.



LEADING THE INDUSTRY IN DIGITAL ACCESSIBILITY



To ensure our digital services are accessible and inclusive, we work with an external digital compliance auditor, Sitemorse. Through weekly automated compliance checks, we are constantly alerted to potential accessibility issues across our digital services and Sitemorse work with us to rectify these issues promptly, providing us with expert advice on how best to ensure the service is accessible for all.

Every quarter, Sitemorse also create an independent index report on the state of accessibility across the industry and for five years running, we have ranked 1st for accessibility. We will continue to work with Sitemorse, and our other digital partners, to ensure our services are designed with accessibility at the front of our minds.





PRODUCTS AND SERVICES WE ARE DELIVERING FOR THE PEOPLE WE SERVE

SINCE OUR LAST ACTION PLAN - JUNE 23

✓ COMPLETED

OUR EARLY FOCUS IN THE NEXT 6 MONTHS..

FUTURE HIGHLIGHTS...

Households and small businesses experiencing a power cut

- ✓ Improved accuracy and visibility of restoration timescales
- ✓ Enhance existing messaging services to include chatbots
- ✓ LV Monitoring Data Pipeline for Real time visibility
- ✓ Machine learning for incident reporting trial

- 📍 Improved experience for customers (Channels) – market engaged
- 📍 Roadmap for consolidated view of customer

- 📍 Machine Learning for incident reporting
- 📍 Fault Prediction Weather Model
- 📍 Real time data about the network

Customers who need extra support

- ✓ Improved accuracy and visibility of restoration timescales
- ✓ VFES
- ✓ Priority Services, Outage improvements for our most vulnerable.
- ✓ Home Emergency Plan for all PSR (Priority Services Register) Customers
- ✓ Machine learning for incident reporting trial

- 📍 CVP (Customer Value Proposition) Battery Service Pilot
- 📍 Home Emergency Plan for all PSR (Priority Services Register) Customers

- 📍 Machine learning for incident reporting
- 📍 CVP (Customer Value Proposition) Battery Service
- 📍 Personal Resilience Plans Self Serve

Households and small businesses looking to connect to our network

- ✓ Automated Payment Services
- ✓ Market engaged for automation for domestic customers to self-serve
- ✓ Increased accuracy of connection timescales
- ✓ Data Portal enabling value from data sharing

- 📍 Tailored propositions based on deeper insights on customers and our network
- 📍 Improved connection Automation for domestic customers to self-serve

- 📍 Data Portal Phase 2
- 📍 Improve visibility of where our engineers are and when they will arrive to install your connection

Businesses who have large scale connection requests

- ✓ Data Portal enabling value from data sharing
- ✓ Automated Payment Services
- ✓ Smart Meter Analytics for informed decision making

- 📍 Tailored propositions based on deeper insights on customers and our network
- 📍 Data collaboration plan

- 📍 Data Portal Phase 2
- 📍 Multiple designs as standard
- 📍 Improved visibility of where our engineers are and when they will arrive to install your connection



PRODUCTS AND SERVICES WE ARE DELIVERING FOR THE PEOPLE WE PARTNER WITH

SINCE OUR LAST ACTION PLAN - JUNE 23

✓ COMPLETED

OUR EARLY FOCUS IN THE NEXT 6 MONTHS..

FUTURE HIGHLIGHTS...

Flexibility Providers

- Flexibility Operations Database
- VFES
- Smart Meter Analytics for informed decision making
- Flex Market Procurement Platform Tender Live
- Improved accuracy and visibility of restoration timescales
- Machine learning for incident reporting trial
- NeRDA Beta

- Flex Market Procurement Platform Tender awarded
- Publish Flex Roadmap
- Network Model Management
- End to End Connectivity Model

- Forecasting analysis
- Flex Roadmap tender
- Integrated management of flexible access and flexibility services

Data Partners and Innovators

- Digital Twin PoC design for efficiency and accuracy
- LV Monitoring Data Pipeline for Real time visibility
- Data Governance and Quality framework increasing trust in information
- Data Portal enabling value from data sharing
- Data Strategy increasing trust in information
- Smart Meter Analytics for informed decision making
- NeRDA Beta

- Property level view of Network for at least 82% properties
- Data portal Phase 2
- Data Collaboration Plan

- Real time data about the network
- DSO/ESO Workflow
- Engineering Analytics for domestic customers to self-serve
- Engagement with a common data sharing infrastructure

Supply Chain Partners

- Smart Meter Analytics for informed decision making
- Proactive collaboration with transport partners and emergency services

- Data Collaboration Plan
- Contractor Access Strategy
- Improved Document Collaboration Tool

- Simple ways for you to share reports
- Supplier portal
- Standardised Contracts
- Commercial Management Tool

Local Authorities, community groups and other related parties

- Local Area Energy Planning Ph1
- VFES
- NeRDA Beta
- Load Modelling for efficiency in decision making

- Local Area Energy Planning Ph2
- IOW Digital Twin
- Data Collaboration Plan
- End to End Connectivity Model
- Network Model Management

- Supplier Portal
- Develop Sustainability solution for vegetation and environment

Local and National Policy Makers

- VFES
- NeRDA Beta
- Load Modelling for efficiency in decision making

- Data Collaboration Plan
- IOW Digital Twin
- Local Area Energy Planning Ph2

- Joint platforms for cocreating whole system investment plans
- Develop Sustainability solution for vegetation and environment



HOW WE WILL DELIVER OUR PRODUCTS AND SERVICES

OUR DELIVERY APPROACH



- Our digital strategy outlines how we use “segments” to surface insights and create deeper understanding of our customers’ needs.
- We build the insights gained to 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 use our Customer and Stakeholder Engagement Community to shape and inform our actions.



- We have developed 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** *To avoid SSENs 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 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 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.*

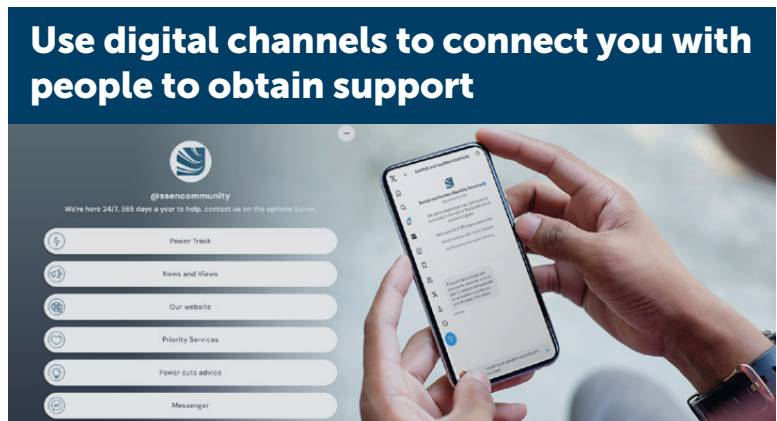
 - We are taking a holistic approach to determining the benefits of developing products and services, recognising there are direct benefits to the users but also broader societal benefits such as carbon reduction, enablement of new markets and supporting broader policy aims of digitalisation across the 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



Customer Segment: **HOUSEHOLD OR SMALL BUSINESS EXPERIENCING A POWER CUT**



IMMEDIATE FOCUS

- ✓ Receive an update on your outage within an hour of the power going off via your preferred method of contact.
- ✓ Receive an update every 2 hours on the progress of your outage.
- ✓ 80% of customers experiencing a power cut are now being served by our Power Track tooling.
- ✓ More than a 1.6 million users have accessed this service in the past year.

- ✓ Delivered the Smart ETR tool which has increased accuracy of restoration times.
- ✓ Improved customer visibility of service Outage restoration and increased customer satisfaction.
- ✓ 80% accuracy on initial ETR compared to actual time restore.
- ✓ Customers are able to track their engineer on 90% of all service requests and faults.

- ✓ Comprehensive set of channels for our customers to access, including telephone, apps, social media and webchat.
- ✓ More than 75% of customers now self-serve their power cut journey.
- ✓ Our response time sits under 4 minutes for social media channels.

FUTURE FOCUS

- ⊕ We will predict where network issues will happen and fix them before you know about them.
- ⊕ We will use images submitted by Power Track users to aid machine learning.
- ⊕ Continue to evolve our restoration model to improve accuracy further.
- ⊕ Launching a programme to improve our channel strategy and provide updates via channels of choice for customers.

- ⊕ We are looking at a tool to give real time visibility of resourcing.

- ⊕ More communication channels and have more information about your needs so we can improve our service.
- ⊕ Integrate these channels so customers can seamlessly switch between them during conversation with us.

HOW WE MEASURE OUR SUCCESS



Customer Segment: CUSTOMERS WHO NEED EXTRA SUPPORT



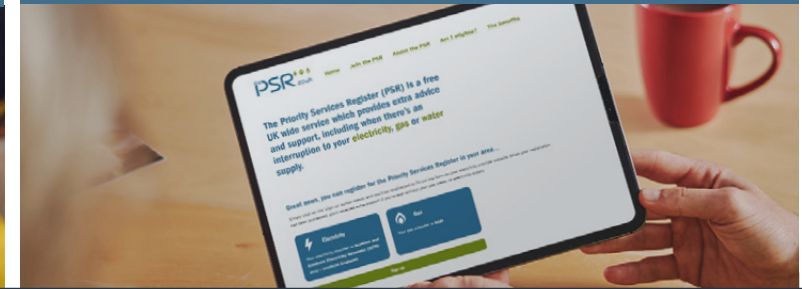
Tailored plan for what you need to do in emergency situations



Understanding and knowledge of your specific needs



Make it easy for you to link with our partner support organisations



IMMEDIATE FOCUS

- ✓ Proactively providing PSR customers with Personal Resilience Plans containing specific advice tailored to a customer's individual needs, helping them know what to do during power cuts.
- ✓ Proactively contacting you when we are aware of an unplanned power cut affecting your home, you will receive proactive updates 24 hours a day.
- ✓ Emergency power supplies - If you use medical equipment/ aids reliant on electricity, we aim to provide extra support during prolonged power cuts.
- ✎ Embed vulnerability features into network planning with our Vulnerability Future Energy Scenarios project, to help deliver a just transition to net zero and to test whether a reliable forecast of vulnerability trends can be developed.

- ✓ We have over 850K households on our PSR which equates to 55% of eligible customers reached.
- ✓ We have launched a resilience portal, providing improved data capabilities for our partners on understanding areas across our network that require extra support.
- ✎ We are extending our existing capability to encompass a view of carers and additional support needs and to enable bespoke personal resilience plans for customers.

- ✓ Making it easier for customers to join the Priority Services Register by continuing to promote thepsr.co.uk and psrscotland.com.
- ✓ Our website is built to meet industry accessibility standards (WCAG AA) with enhanced accessibility tools (Recite me) to further support customers. To ensure we meet 100% accessibility at all times our website is scanned weekly (SiteMorse), and any issues raised are fixed.
- ✎ We will continue to share the Customer Mapping Tool with external partners to add value to their own offerings and our ability to collaborate.
- ✎ We have launched a digital energy efficiency tool to support our customers. Streamlined to a single partner relationship to provide a cohesive service to customers who need additional support with their bills.

FUTURE FOCUS

- ⊕ Provision of 20,000 battery backups to customers who depend on electricity for medical reasons.
- ⊕ VFES will look to combine Machine Learning/AI with fore sighting techniques which, if successful, could better inform operational practises.

- ⊕ We will increase PSR reach to 1million households.
- ⊕ We will continue to train all staff to ensure the PSR data is checked and updated on every call, when appropriate.
- ⊕ We will continue to move forward our plans for a bespoke and automated personal resilience plan.

- ⊕ Working with other utilities to create a nationwide PSR registration service, ensuring customers need to sign up once.

HOW WE MEASURE OUR SUCCESS



Customer Segment:

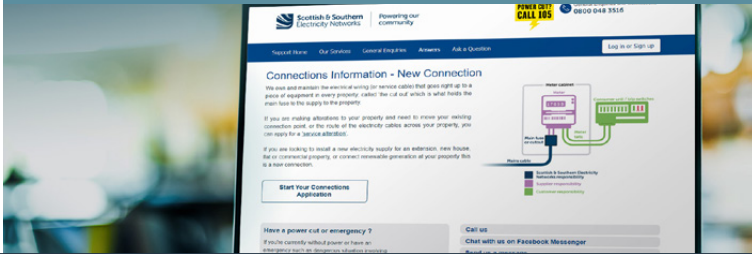
HOUSEHOLD OR SMALL BUSINESS WHO WANTS TO CONNECT TO THE NETWORK



Making it quick and easy to get a connection quote online

Providing accurate estimates for speed of connection and Improved visibility of where our engineers are

Options on how to speed up connection timeframes and how customers could earn money from flexibility



IMMEDIATE FOCUS

- ✓ New online application forms.
- ✓ Refreshed the customer journey to make it intuitive to navigate through the online application journey and significantly reduced the time to raise an application.
- ✓ 75% of applications processed and managed online.
- ✓ Self-serve payments.
- ✓ We have completed a tender process to procure a solution to be able to support our customers in providing more detail for you earlier in the connection process.

- ✓ Indicative connection timescale via the website.
- ✓ Processes have been implemented to advise Engineer arrival times.
- ✎ Upgrading our work, planning and scheduling capability to bring a broader range of functionality and increase the accuracy of our delivery estimates.

- ✓ Generation availability heatmaps available via the website to increase customer visibility which has generated a 100% customer satisfaction score.
- ✓ NERDA beta is providing near real-time power flow data to support the flexibility market and help create opportunities.
- ✓ Open Data Portal also now provides better access to range of information for our customers.
- ✎ We are increasing the visibility of capacity demand and headroom on the network via implementation of monitoring capability and analysis of data.
- ✎ Smart meter consumption data will be incorporated into our load model which will provide greater visibility of current demand and forecasting capabilities.

FUTURE FOCUS

- ✎ We will launch a self-serve platform which enables customers to apply and receive a quote for their works in minutes rather than days.

- ✎ Make it easy to interact with our connections experts, so that all the information is known to our teams and you can get answers to questions solved quickly.
- ✎ Customers provided with a timeframe of their connection, bespoke to their application at point of application.
- ✎ Customers on minor connections able to book connection date at point of payment.

- ✎ A greater range of products and solutions that work together to make it easier and faster to connect to a wide range of low carbon technologies.
- ✎ Supporting industry wide projects to make the connections process simpler and easier to navigate.

HOW WE MEASURE OUR SUCCESS

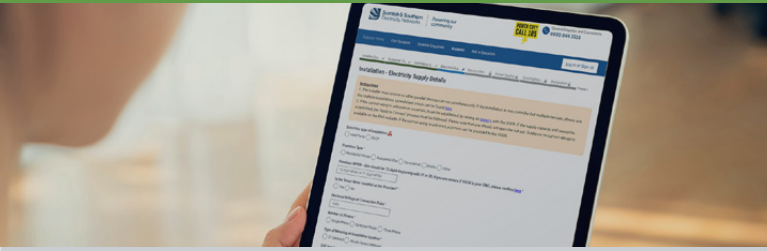
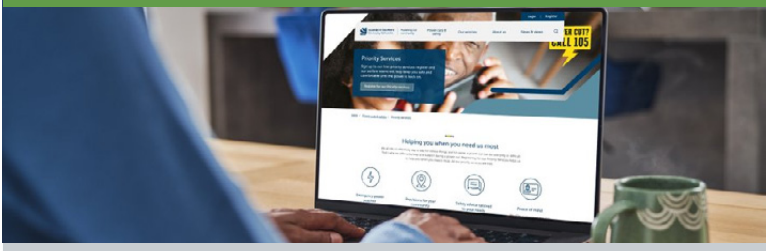


Customer Segment: **BUSINESSES WHO HAVE LARGE SCALE CONNECTION REQUESTS**

Work together with you and share data to develop a connections design quickly

Providing accurate estimates for speed of connection, supported by a great customer experience via our website, or via your channel of choice

Provide you with easy access to the information you need at the right time at all points in the connection process



IMMEDIATE FOCUS

✓ We have launched our Data Portal which provides customers with access to a wide variety of data sets to meet their needs and continue to add new data sets.

✎ We are upgrading our work, planning and scheduling capability to bring a broader range of functionality and increase the accuracy of our delivery estimates.
 ✎ We are modernising our connections services through an ongoing programme of change.

✓ You can use a variety of channels to manage the wayleave, permit and consenting process, and track progress of your projects.
 ✎ We are Modernising our Customer Relationship Management services to incorporate improved visibility of progress through the connections process and are working through the design.
 ✎ We are currently working to improve our connection process journey design - to help make it accessible and easy to understand.

FUTURE FOCUS

⊕ Work is underway to develop a sustainable and reusable methodology for creating and developing SSEN Distribution's Data Collaboration Plan ready for initial publication in 2024.
 ⊕ We will launch a solution to enable customers to see options of a quote/application.

⊕ Make it easy for you to interact with our connections team, so that all the information is known to our teams and you can get answers to questions quickly.

⊕ All connecting customers will have an easy process for sharing designs, receiving quotes, making payments and scheduling appointments.

HOW WE MEASURE OUR SUCCESS



Customer Segment:
FLEXIBILITY PROVIDER



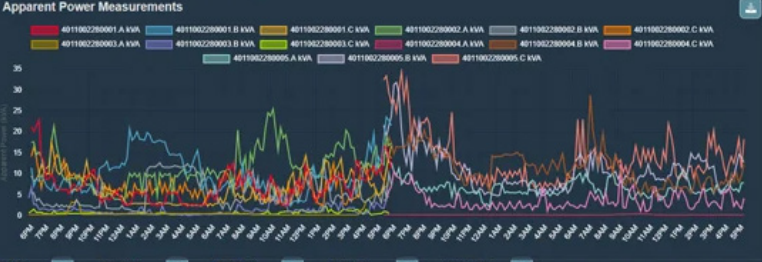
Providing more information about where flexibility services are wanted today and in the future



Providing tools that forecast the use and benefits from flexibility services under different circumstances and across different products



Establishing common standards for data sharing to allow interaction with any other network operators nationally



IMMEDIATE FOCUS

- Tender for new market platform.
- Increasing our Low Voltage (LV) network monitoring where it is beneficial to do so to provide a greater range of products and locations where flexibility services would be most useful.

- Launched the Data Portal showing capabilities of existing network and opportunities to support.
- Launched NeRDA BETA showing real time network usage including the LV network to support development of new products and services.

- We are working closely with the ENA DDSG to identify common standards for data sharing, as well as implementing Ofgem Data Best Practice Principles.
- Working with all DNOs via Open Networks Products Workstream Systems Interoperability.

FUTURE FOCUS

- Automation of the preparation and online visualisation geographical and capacity requirements for regulated tenders.
- Interfacing with market platform(s) for near-real time procurement, and issuing of schedules/instructions.

- Provide greater range of products and locations where flexibility services would be most useful.
- Launch new Flex Market Platform.
- Publish and consult on our operational Dispatch decision making framework – to support vendors and Flexible Service Providers

- Increase the use of flexibility and share valuable data with flexibility providers, made possible by our improved data reporting capability.
- Identify a number of data assets that are made available with fully indexable metadata, gathering feedback from industry bodies, peers, and data consumers.
- Provide more real time automated dispatch of flexibility services using standards and data that are common with all network operators.

HOW WE MEASURE OUR SUCCESS



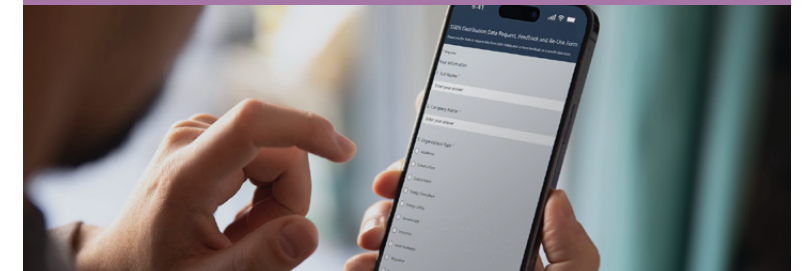
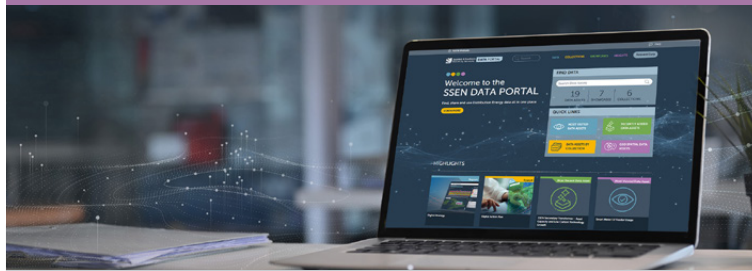
Customer Segment: DATA PARTNERS AND INNOVATORS



Establish data-sharing partnerships with organisations who want to innovate

Digital maps of our network are available to our partners through more data assets such as low voltage monitors and smart meters

Simple and fast services to request data from our business that adhere to data best practice



IMMEDIATE FOCUS

- ✓ We have implemented the [SSEN Data Portal](#) to enable easier access to the data we publish today. We have had 1400 visitors to our data portal since launch in October, with over 5000 page views.
- ✎ Continuing to engage with stakeholders through the Action Plan stakeholder events, through direct feedback to our mailbox and request form.
- ✎ Data Specific Stakeholder Event in Q4.

- ✓ Tools and maps for our network available through the data portal .
- ✓ Launched an Insight Data Product for Asset Capacity and Low Carbon Technology Growth on our network.

- ✓ An improved data request form has been made available via our Data Portal, allowing users to not just request data, but also provide feedback on published data, or even let us know how they are using our data.
- ✎ We are continuing to focus on delivery of a visible data roadmap to allow data consumers to see what data we are making available soon, as well as publishing status and responses to all data requests.
- ✎ Icebreaker One engagement for Organisation and Data Assurance, and Indexing on the Net Zero Portal.

FUTURE FOCUS

- ⊕ Continue to work with data stakeholders to understand their requests and use cases for data and innovation.
- ⊕ As we develop our data sharing infrastructure through trust frameworks for data sharing we will look for further direct engagement for innovation.

- ⊕ More open data sets available to support partner innovation.
- ⊕ Incorporating new ways of using the data into planned products, services and network capabilities.

- ⊕ Working to develop a data sharing infrastructure that allows data consumers to access a range of data from Open to Shared.

HOW WE MEASURE OUR SUCCESS



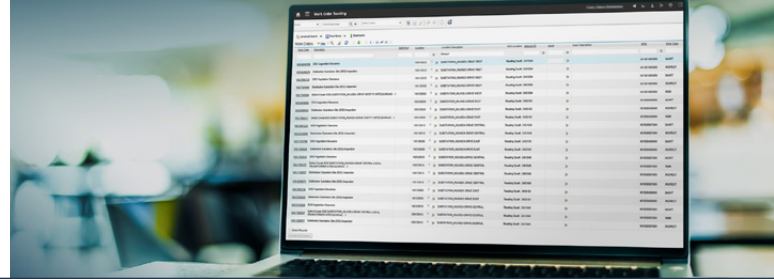
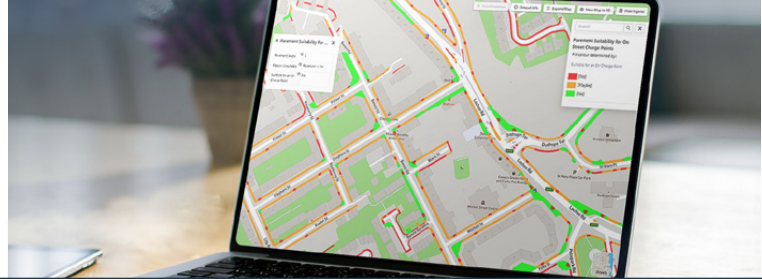

Customer Segment: **SUPPLY CHAIN PARTNERS**



Improve your access to procurement events using digital platforms

Easy way for you to receive work orders and share progress updates through our Work Management System

Simple and fast services to request data from our business that adhere to data best practice



IMMEDIATE FOCUS

- ✓ Give you access to digital maps of our network so you can work safely around our assets.
- ✓ Engaging with you earlier by using our fault forecasting tools, so we can jointly respond in the best way.
- ✎ We are integrating SMART meter data to allow faults to be predicted before they happen.
- ✎ Continue retendering for the service you pay for to deliver our safe dig records, a service that has been in place many years.

- ✓ We have created efficiencies by increasing visibility of our programmes of work, engaging suppliers earlier, allocating work more efficiently to our supply chain, and grouping projects where it benefits us both.
- ✓ Moved to standardised practices and working methods.
- ✎ We are working with the ENA to integrate the first Digitalisation of Connections tool.

- ✓ Simple ways for you to share reports with us, including Carbon Footprint data and safety information.

FUTURE FOCUS

- ✎ Standardised contracts and agreements that make it faster to on-board supply chain partners.
- ✎ Commercial management tool to make it easier for both large and small supply chain partners to work with us.

- ✎ Give Supply Chain Partners access to our systems including Work Management Systems and Electric Office to see our records.
- ✎ Give Supply Chain Partners access to our digital catalogue "iBuy" to order materials and tools.

- ✎ Notification of new data sets and plans to relevant parties.
- ✎ Supplier portal for collaboration around planning, design and communication with SSEN.

HOW WE MEASURE OUR SUCCESS

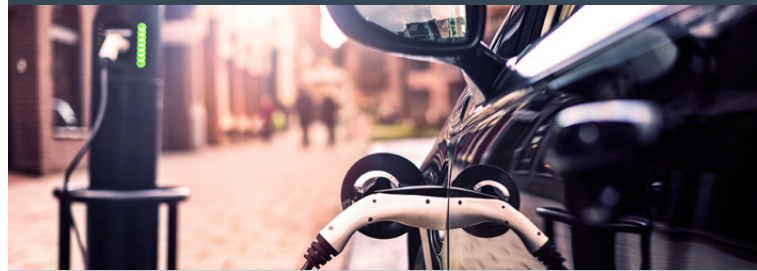


Customer Segment:

LOCAL AUTHORITIES, COMMUNITY GROUPS AND OTHER RELATED PARTIES



Provide detailed forecasts for where the growth in low carbon technologies will be in the local community



Provide access to information about capacity updates and network investments that SSEN will undertake in the local area



Work together with local authorities and other stakeholders to identify the impact of their plans on the energy networks



IMMEDIATE FOCUS

- ✓ Releasing the Distribution Future Energy Scenarios (DFES) on an annual basis.
- ✎ We are working on making the DFES data more accessible.
- ✎ We are working to link vulnerability and Just Transition scenarios to the DFES.

- ✎ Publishing the Network Development Plans every two years.
- ✎ Update the Network Scenario Headroom Report annually.
- ✎ Update the network connection Heatmaps that highlight capacity constraints on a quarterly basis.

- ✎ We are working with multiple Local Authorities who are using consultants to produce LAEPs, which will be digitised on LENZA.
- ✎ We are in the process of rolling out a digital tool to all our Local Authorities that allows them to build Local Area Energy Plans – LENZA.
- ✎ Continue to develop the long term planning functionality within the powerflow tool Navi to provide automated DNO data and load flow calculations to enhance it's value.

FUTURE FOCUS

✎ Create local energy markets to support communities' transition to net zero.

✎ SSEN will share ever more detailed information and insight across different organisations to support 'whole system' planning in the local area.

✎ Provide further expertise and tools that help identify "whole system" energy solutions across home, business, heat and transport systems.

HOW WE MEASURE OUR SUCCESS



Customer Segment: **LOCAL AND NATIONAL POLICY MAKERS**



Provide detailed forecasts for where the growth in low carbon technologies are across the whole network, based on our better understanding of network usage, and present them in easy-to-use ways



Provide easy access to information about both historic and planned network upgrades, using better reporting tools and our data sharing portals



Improve our Data Governance and Data Quality so we can share and update data when we need to, and be ready to adapt to industry changes



IMMEDIATE FOCUS

✓ We have published a SEPD view of our network load model that details Low Carbon Technology Growth across the network.

✓ We have secured Tooling and have added any network upgrade which impacts network highways.

✎ We are looking to extend to incorporate a wider range of data.

✎ We are currently undertaking a strategic data transformation programme that looks to address the culture change, knowledge, data maturity, and data literacy that is required to support our goals in the digital and data space.

✎ Continuing to develop our data governance frameworks to support alignment to data best practice.

FUTURE FOCUS

⊕ Continue to develop this dataset as well as the publication of the view of our network load model that details Low Carbon Technology Growth across SHEPD licence area.

⊕ Continue to improve presentation and accuracy of network plans and growth forecasts including making them available in real time.

⊕ Increased working and collaboration with Local and National policy makers to develop efficient network development strategies and plans across homes, businesses, heat and transport needs.



HOW YOU CAN GET INVOLVED

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



- 1 To what extent do you agree with the content of our strategy and action plan? Please let us know where you think we could improve.
- 2 To what extent has this document increased your understanding of the opportunities enabled by our Digital Strategy? 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 we serve?
- 4 To what extent do you feel that we are making progress in meeting the current and future needs of our customers in a digital world?
- 5 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.
- 6 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.



STAKEHOLDER ENGAGEMENT EVENT
We will be hosting another virtual stakeholder engagement event to prepare for the December 2023 update of the action plan:
2nd May 2024
10:00 - 11:30am
[Sign up here](#)

DIGITAL FEEDBACK SURVEY

If you would like to give general feedback or fill out our questionnaire, please go to:
ssen.co.uk/digitalfeedback





GLOSSARY

Term	Description
Active Network Management (ANM)	Control systems used in circuits to manage generation and load for specific purposes.
Application Programming Interface (API)	A set of defined rules that enable different applications to communicate with each other.
Artificial Intelligence (AI)	Artificial Intelligence can be used as a branch of computer science that can simulate human intelligence.
CIO	Chief Information Officer.
CVP	Customer Value Proposition.
Data and Digitalisation Steering Group (DDSG)	The ENA Group which ensures that digitalisation and data is delivered effectively and co-ordinated with other company strategies.
Data Asset	A data asset is in any type of data that has value. Such as a system, web page, output file or database.
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.
Digital Strategy and Action Plan (DSAP)	This refers to our Digital Strategy available here . The Digital Action Plan is this document.
Distributed Energy Resource Provider (DER)	Electricity generation units located within the electricity distribution system at or near the end user.
Distribution Connection and Use of System Agreement (DCUSA)	Multi-party contract between licensed electricity distributors, suppliers and generators in Great Britain concerned with the use of the electricity distribution system.
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.
Electricity System Operator (ESO)	Electricity system operator for Great Britain
Electric Vehicle (EV) charge points	Charging points for vehicles that use electricity to improve efficiency or replace other fuels.
Energy Network Association (ENA)	Industry body representing the companies which operate the electricity wires, gas pipes and energy system in the UK and Ireland.
Estimated Time to Restore (ETR)	The estimated time we believe it will take to restore your power. This update is available through the Powertrack tool during a power outage.
Geographic Information System (GIS)	The information we hold about the network in our core system.
Isle of Wight (IOW)	The Isle of Wight is an island off the south coast of England.

Term	Description
Local Constraint Market (LCM)	The Local Constraint Market pays people and businesses to use this excess wind power locally in Scotland, as an alternative to curtailment.
Local Area Energy Planning (LAEP)	LAEP is a process designed to deliver effective local action to contribute to the 2050 net zero.
Long term development statement (LTDS)	Long Term Development statements is to provide information for anyone connecting to our distribution system at extra high voltage. It is designed to help to identify and evaluate opportunities for entering arrangements with us relating to use of system or connection.
Low Carbon Technologies (LCT)	Refers to a range of technologies that have the potential to significantly lower our global carbon footprint.
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 assets in their local areas.
Low Voltage (LV)	This refers to voltages up to, but not including, 1kV.
Near Real Time Data Access (NeRDA)	Making near real-time data from our network available to stakeholders.
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.
RIIO-ED2	The next 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 .
Southern Electric Power Distribution (SEPD)	Southern England distribution licence area.
Scottish Hydro Electric Power Distribution (SHEPD)	North of Scotland distribution licence area.
Supervisory control and data acquisition (SCADA)	A control system architecture comprising computers, networked data communications and graphical user interfaces for high-level supervision of machines and processes.
SSEN	Scottish and Southern Electricity Networks.
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.

ENGAGE WITH US

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

 stakeholder.engagement@sse.com

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 **SSEN DSO Acceleration Strategy and Action Plan 2023**



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DSO newsletter