



COMMUNITY ENERGY IN 2026/2028



Scottish & Southern
Electricity Networks

DSO Powering Change



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DSO COMMUNITY ENERGY SEPTEMBER 2026



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Who we are and our role as a DSO

The future energy system

If the UK is to deliver its net zero emissions target by 2050, the energy industry needs to embrace fundamental change in order to decarbonise transport and heat.

For this transition to be successful it requires:

- Greater utilisation of **flexible energy resources** across electricity, heat and transport.
- A clear understanding of **the value flexible resources can provide** at any one time; and
- Greater **real-time coordination in energy system operation** to ensure that flexible resources can be 'optimised' across the energy system as a whole.

These services are being provided through functions within the Distribution Network Operators called Distribution System Operators (DSOs), which have three core areas:



- ✓ Our role is to work in partnership to optimise our electricity networks through flexibility services, access products, strategic investment, data, and emerging technology to facilitate decarbonisation of transport and heat at maximum pace, and at a minimal cost to all communities and consumers.
- ✓ Our approach is tailored to local needs to drive a just and fair transition, advising and guiding our stakeholders in coordination with local communities to help them deliver net zero at maximum pace and minimum cost.
- ✓ Our Net Zero Strategic Plans will play a crucial role in delivering network capacity in the most efficient and effective way. This will enable us both to maximise the opportunities and for flexibility providers to delay reinforcement through flexibility and also identify sites with whole system benefits for strategic investment where it can accelerate net zero outcomes in the long term.

Our DSO Toolkit



Strategic investment

- Provide the capacity on the network to deliver net zero by 2050.
- Ensure that we're making appropriate use of flexibility services to deliver efficient whole-system solutions at the optimum time.



Flexibility services

- Solutions that enable us to use our existing network efficiently.
- Acts as an investment signal for strategic investment.
- Provides an interim solution if there are long lead times for strategic investment.



Access products

- Connecting customers now, but with some level of compromise.
- Complemented by flexibility services or strategic investment to meet customers full needs as soon as possible.



We Power Communities to thrive today and create a better tomorrow.

Our DSO team strategically plan and efficiently provide capacity and faster access to a smart energy network. The work we do enables our customers and ourselves to create a net zero world at optimal whole system value for our customers today, and tomorrow.



Enable

Decarbonisation through strategic investment and the application of Flexibility.



Improve

Our customers experience with more options, more choice and more insights.



Support

Our customers and communities with a smart and fair energy transition.





Our role in your community

OUR COMMITMENT

We're committed to working alongside community energy groups to build their knowledge, confidence and capacity to engage with the changing energy system. Through dedicated engagement, practical support and opportunities to work directly with our teams, we're helping communities better understand how the electricity network works, access the information and tools they need, and have a stronger voice in shaping the future of local energy.

We want to work with communities to explore how the transition to a low-carbon energy system can deliver meaningful benefits locally. This includes exploring opportunities to tackle fuel poverty, better support vulnerable customers and enable more households and communities to benefit from low-carbon technologies such as solar, batteries, heat pumps and electric vehicles. We're also exploring the development of a dedicated community energy scheme, designed to provide more targeted support and create opportunities for communities to play a greater role in delivering local energy solutions.



Our DSO team supports **community energy groups** and organisations to understand and navigate the electricity system.

We provide **education**, access to network data and tools, and pre-connections enquiries.

Our expertise include network visibility, flexibility, future network planning and data.



Our connections team support community energy projects through the formal application and delivery process.

Each scheme can be supported by a Business Relationship Manager, who acts as a named point of contact- helping community groups understand requirements and progress their application through to connection



Our DNO team supports community energy through investment, funding and customer-focussed support.

Our Powering Customers to Net Zero fund supports communities to be more resilience to severe weather and adopt low-carbon technologies.

Our Customer Vulnerability team deliver in partnership with trusted community organisations support to our most vulnerable customers on issues like fuel poverty, weather events and LCT uptake.



The Community Energy Groups we work with are at the heart of the energy transition.

We want to understand the challenges that they face and work together to develop solutions that make it easier to deliver local energy projects.



Why Now?

Across the UK, the momentum behind community energy has never been stronger

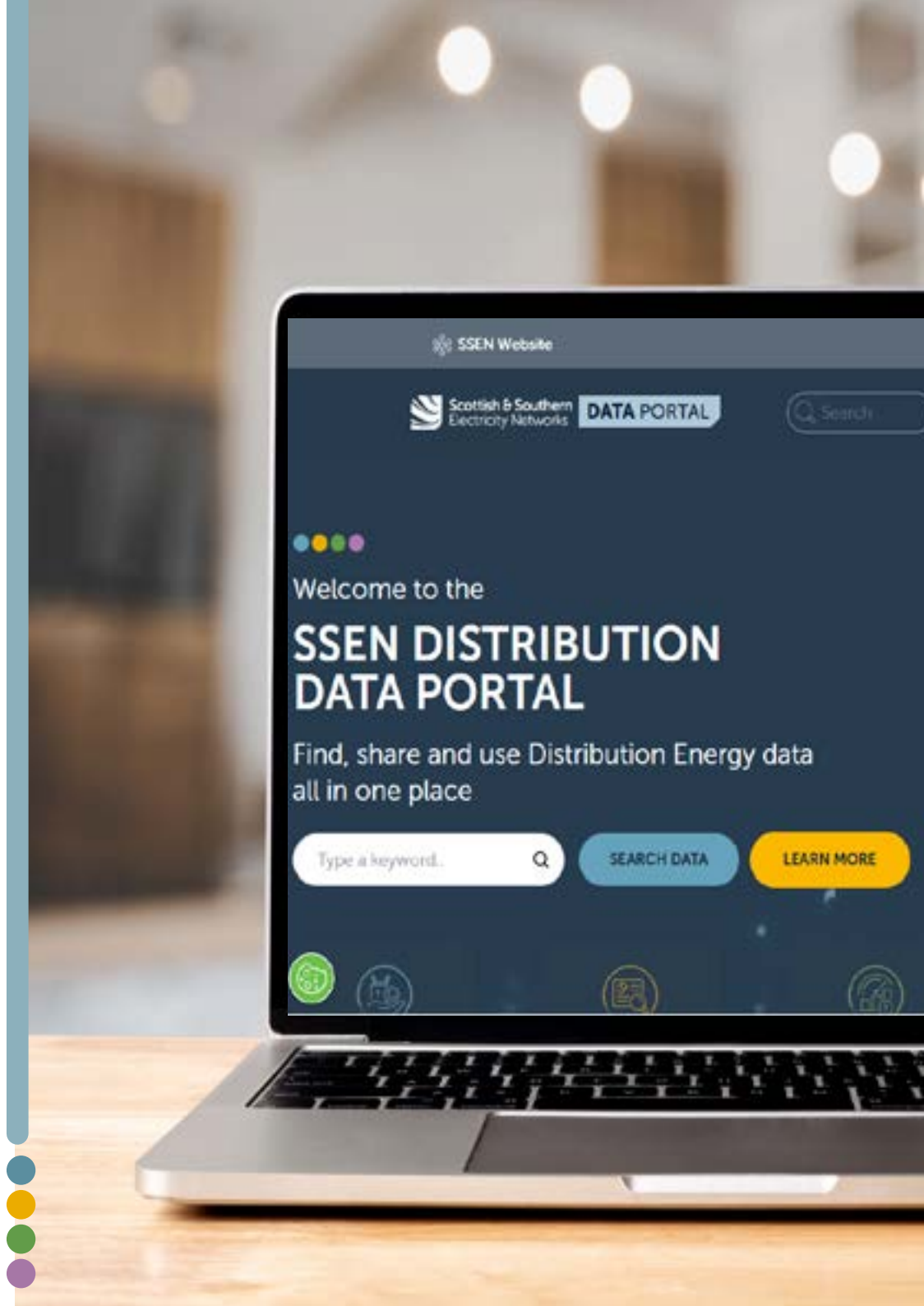




Providing easier to use Network data

We're using your feedback to shape the future of our open data tools, ensuring they provide the accessible, relevant and actionable information communities need to make informed local decisions. In 2026, we are:

- 1 Delivering a full redesign of our DSO website, informed by real user journeys and stakeholder feedback, making it easier for communities, local authorities and other stakeholders to find, understand and use the information they need.
- 2 Launching our Centralised Network View - providing a user-friendly way to explore network capacity and availability. This will make complex network information easier to navigate and support communities and local organisations to identify opportunities and make more informed
- 3 Exploring broader access to our LENZA tool, working closely with local authorities, community partners and wider stakeholders to understand how the tool could provide greater insight into the network and support earlier, more informed decision-making around local energy projects.
- 4 Improving the quality, consistency and usability of our published data, working with customers to understand what information is most valuable to them and where there are gaps.





Building Capacity, Skills & Confidence



Collaborating with our Communities

Host 4 events across our licence area, bringing community energy groups and our experts together to share knowledge, build connections and explore how local communities can play a greater role in the energy transition.



Offer hands-on opportunities for customers and communities to explore our tools, products and services, building their understanding of how they can use them to support their own projects and make informed decisions.



Provide opportunities to meet with our teams in communities across our licence areas, making it easier for stakeholders to access our expertise, ask questions and share their local experiences and priorities.



Develop bespoke resources that demystify energy networks, making complex information easier to understand and helping customers and their communities navigate our processes, services and opportunities with confidence.

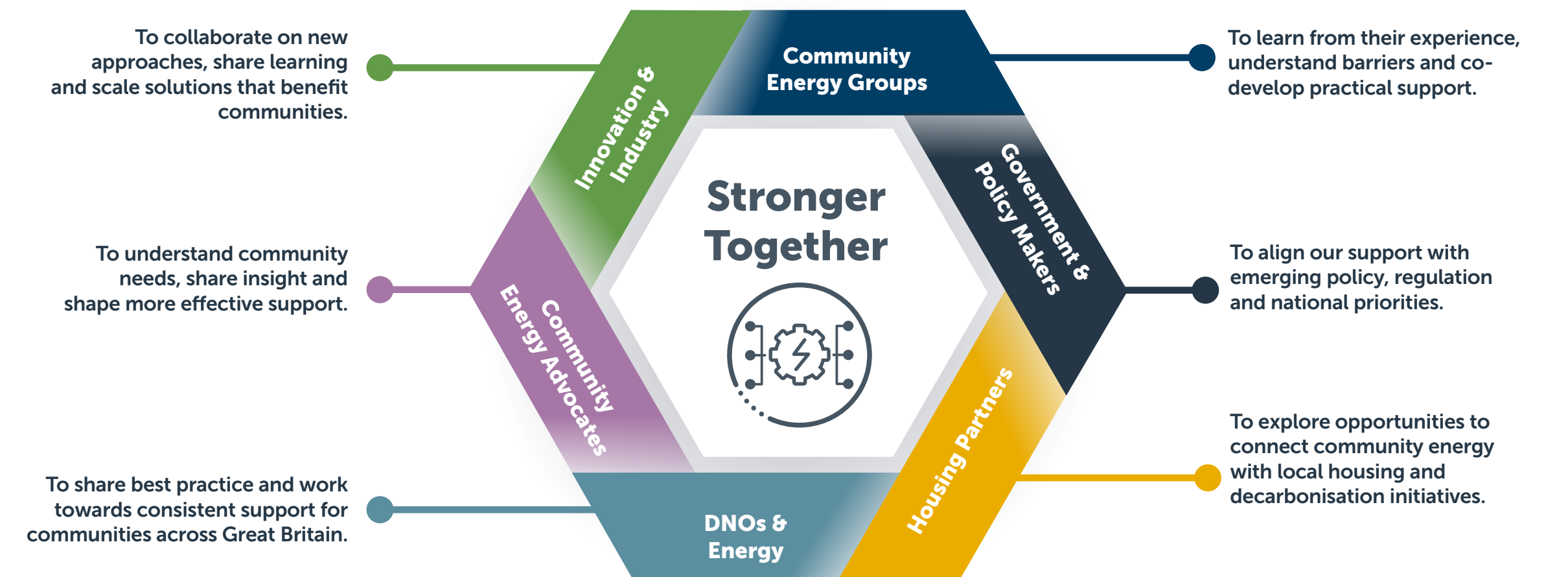
We bring deep network expertise, you bring local insight, ambition, and energy. Together, we build capability.





Collaboration that creates impact

We believe in the power of partnership. By working together, we can unlock the full potential of community energy. We're committed to learning from others, sharing what we know, and avoiding duplication so communities benefit from a coordinated and effective support landscape.. SSEN's focus will be delivering regular discussions with:





Our actions & commitments

This year, we're delivering a strengthened package of support for community energy:

4 dedicated events

Bringing community energy groups together with our DSO teams to share knowledge, build connections and explore opportunities.

Tailored resources

Drawing on best practice across the industry to develop clear, practical resources that explain our services and how to engage with us.

Improved user journey

Creating a better website experience, including a dedicated area for community energy support, making it quicker and easier to find the information you need.

Open data access

Expanding access to open data and introducing more user-friendly tools, including our centralised network view, to help communities understand and make use of network information.

Energy Network Collaborations

Collaborating with other DSOs to develop a shared ask - helping to ensure a consistent approach and level of support for stakeholders across Great Britain.

Single Point of Contact

Providing a dedicated point of contact for community energy groups, offering clear and prompt access to the right people, expertise and support.



**4 DEDICATED
EVENTS**



**TAILORED
RESOURCES**



**IMPROVED
USER
JOURNEY**



**OPEN DATA
ACCESS**



**ENERGY NETWORK
COLLABORATIONS**



**SINGLE POINT
OF CONTACT**



Our Commitment: Clear Support, Open Information, Stronger Communities.

A SINGLE POINT OF CONTACT

We've made it easier than ever for community groups to get the help they need.



Contact us at:

community.energy.support@sse



This **dedicated contact point** connects you directly with experts across our organisation led by our DSO Programmes Team.

- Digital and Data Team.
- Flexibility Markets Team.
- Network Planning Team.
- Early Access Team.
- Corporate affairs and regulation.
- Customer Vulnerability Team.

Our goal is simple: **clear, accessible, human support** - when you need it



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