



SSEN Distribution

# DSO ACTION PLAN 2026-28

ED3 READINESS PROGRAMME

August 2026



Scottish & Southern  
Electricity Networks

DSO Powering Change



# Contents

|                                                       |    |
|-------------------------------------------------------|----|
| FOREWORD .....                                        | 3  |
| EXECUTIVE SUMMARY .....                               | 4  |
| FROM AMBITION TO IMPACT .....                         | 5  |
| FROM FOUNDATIONS TO VALUE DELIVERY .....              | 6  |
| STRATEGIC COMMITMENTS .....                           | 7  |
| UNLOCKING NETWORK CAPACITY .....                      | 8  |
| FLEXIBILITY AT SCALE .....                            | 9  |
| ACCELERATING CONNECTIONS .....                        | 10 |
| ENABLING WHOLE ELECTRICITY SYSTEM EFFICIENCY .....    | 11 |
| BETTER DATA AND INSIGHTS .....                        | 12 |
| UNDERPINNING OUR DSO OPERATIONS WITH DATA .....       | 13 |
| DATA ROADMAP .....                                    | 14 |
| TRUSTED, TRANSPARENT AND ACCOUNTABLE .....            | 15 |
| TRACKING DELIVERY AND IMPACT .....                    | 16 |
| FROM COMMITMENTS TO RESULTS .....                     | 17 |
| HELPING SHAPE THE NEXT PHASE OF OUR DSO JOURNEY ..... | 18 |





# FOREWORD FROM OUR DSO DIRECTOR



The role of the Distribution System Operator has never been more important. As electrification accelerates, network capacity comes under increasing pressure and expectations of whole-system coordination continue to grow, the need for a smarter, more flexible and data-driven approach to operating electricity networks has become central to delivering the energy transition.

I am incredibly proud of the progress we’ve made through our three-year DSO Accelerator Programme. What began as an ambition to develop new capabilities has evolved into a mature DSO that is delivering tangible benefits for customers, communities and the wider electricity system. We’ve strengthened confidence in our network data, established flexibility as a core network tool, accelerated customer connections, enhanced coordination with system partners and embedded key DSO processes into business-as-usual operations.

Perhaps most importantly, we’ve moved beyond capability building into benefit delivery. We’re now seeing the outcomes of decisions and investments made over the last three years through faster connections, more efficient use of existing network capacity, lower whole-system costs and greater support for local decarbonisation ambitions. This progress has been shaped by continuous engagement with our stakeholders, whose insight and challenge have helped us improve both what we do and how we do it.

However, the energy system continues to evolve rapidly. The transition to ED3 will require Distribution System Operators to play an increasingly important role in planning, market facilitation, network operation and whole-system coordination. In response, we’ve refreshed our focus for the final two years of ED2 to ensure we continue to build the foundations required for the future while maximising value from the capabilities we have already established.

Over the next two years we’ll focus on scaling flexibility, accelerating connections, improving network visibility, enhancing operational coordination and advancing our digital capabilities. We’ll continue to work with customers, communities, local authorities, NESO and industry partners to ensure the benefits of the energy transition are delivered as efficiently and as fairly as possible.

The work set out in this Action Plan reflects our ambition to move from acceleration to maturity – delivering measurable outcomes today while preparing for the opportunities and challenges of ED3. I look forward to continuing that journey together.

“Over the next two years we’ll focus on scaling flexibility, accelerating connections, improving network visibility, enhancing operational coordination and advancing our digital capabilities.”



**ANDREW ROPER**  
DSO Director  
SSEN Distribution



# EXECUTIVE SUMMARY

This Action Plan sets out how we'll build on the progress made through our three-year DSO Accelerator Programme and continue the transition from capability development to benefit delivery. Having established the foundations of a mature DSO, our focus for Years 4 and 5 is on maximising the value those capabilities deliver for customers, stakeholders and the wider electricity system.

Since the Accelerator Programme began, the operating environment has changed significantly. Electrification is accelerating, new energy planning frameworks are emerging, and expectations of Distribution System Operators continue to evolve. Reflecting these changes, we've reviewed our priorities, refreshed our commitments and aligned our activities with the strategic direction emerging through Ofgem's DSO development framework and preparations for ED3.

## This Action Plan is structured around the customer and stakeholder outcomes we're seeking to deliver. It explains how we'll:

- ✓ Improve network visibility, forecasting and planning.
- ✓ Scale flexibility as a core tool for network planning and operation.
- ✓ Accelerate customer connections and access to network capacity.
- ✓ Enhance whole-system coordination and operational efficiency.
- ✓ Provide high-quality, accessible and user-centred data services.
- ✓ Maximise and transparently report the benefits delivered through DSO activities.
- ✓ Strengthen trust, transparency and stakeholder collaboration.

## This document sets out:

- ✓ Our refreshed strategic commitments and the customer outcomes they support.
- ✓ The specific actions we'll deliver during Years 4 and 5.
- ✓ The benefits being delivered through our DSO activities.
- ✓ Our roadmap for data, digitalisation and operational maturity.
- ✓ The governance and transparency arrangements underpinning our decisions.
- ✓ The key performance indicators we'll use to measure and report progress.
- ✓ How we're embedding successful innovation projects into business-as-usual delivery.
- ✓ Opportunities for stakeholders to engage with us and shape future developments.

Taken together, these commitments represent our roadmap for the continued evolution of our DSO services across Years 4 and 5 - building on the progress made to date, embedding successful innovation into business as usual delivery, and strengthening the data, digital, operational and stakeholder capabilities needed to deliver greater value for our stakeholders and the wider energy system.



*The foundations we've built over the last three years are now delivering tangible value across our network, and directly to our customers. Through smarter operations, greater coordination and better use of data and flexibility, we're unlocking capacity faster, reducing whole-system costs and creating the conditions for a more efficient and resilient electricity system.*

*As we approach ED3, our focus is on continuing the growth of our services and capacity, enhancing our capacity to play an increasingly important role in planning, market facilitation, network operation and whole-system coordination.*



**NIGEL BESSANT**  
Head of Network Operations  
SSN Distribution



# FROM AMBITION TO IMPACT

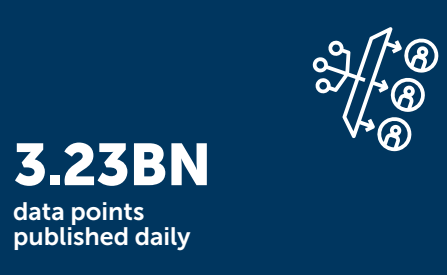
Over the last three years we've transformed our DSO from ambition into action. By building the systems, processes, data and market capabilities needed for the future energy system, we've delivered tangible benefits today while creating the foundations needed to scale our impact through the remainder of ED2 and into ED3. The figures below illustrate the progress achieved through that journey.

Through our accelerator journey we've built the foundations of a mature DSO.

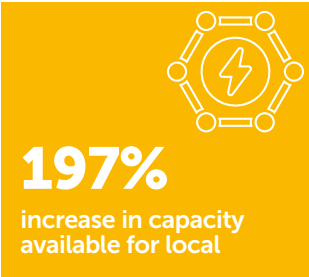
This journey has delivered significant progress. We've strengthened confidence in our data, established one of the broadest flexibility offerings in the market, accelerated customer connections and improved coordination across the wider electricity system. Alongside this, we've embedded transparency, stakeholder engagement and continuous improvement into our decision-making.

The achievements highlighted on this page demonstrate how far we've come. They also provide the platform for the next phase of our journey: scaling benefits, maximising value for customers and stakeholders, and preparing for the enhanced role of the DSO in ED3.

## DATA AND INFORMATION PROVISION



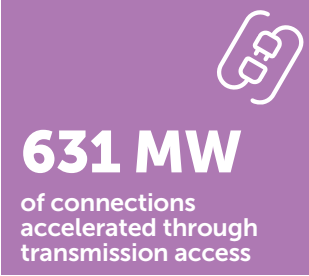
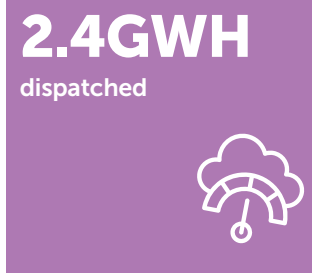
## FLEXIBILITY MARKET DEVELOPMENT



## OPTIONS ASSESSMENT AND CONFLICT MITIGATION



## DISTRIBUTED ENERGY RESOURCE DISPATCH





# FROM FOUNDATIONS TO VALUE DELIVERY

Over the last three years we’ve built the foundations of a mature DSO. We’ve established the tools, processes, governance frameworks and market capabilities needed to support a smarter, more flexible and customer-focused electricity system. The challenge now is not building new capabilities for their own sake, but maximising the value these capabilities deliver for customers, communities and the wider energy system.

In our DSO Performance Panel Report we’ve set out transparent reporting of the benefits that our DSO is delivering, including quantified financial benefits. The benefits we’ve delivered so far reflect a culmination of actions we’ve taken to deliver our ambition and strategy set out in our three-year DSO Accelerator Programme.

**£131.44m**  
Net benefits realised in Y3.

**£288.26m**  
Net benefits realised in ED2 to date.

| STAKEHOLDER                       | HOW WE DELIVERED VALUE                                                                                                                                                                                                          | Y1      | Y2      | Y3       |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|---------|----------|
| Domestic and commercial customers | We reduced costs for our customers through reinforcement deferral and efficiency improvements.                                                                                                                                  | £0.12m  | £0.19m  | £1.12m   |
| DERs and FSPs                     | We accelerated connections for DERs and contracted services from FSPs.                                                                                                                                                          | £18.49m | £19.83m | £37.85m  |
| Local Authorities and wider focus | We supported local authorities with data and tools for developing LAEPs and we accelerated connections for affordable housing that was greatly needed in West London.                                                           | -       | £0.27m  | £0.22m   |
| Whole-system and NESO             | We lowered whole-system costs by accelerating connection of renewable generation, which displaces higher cost fossil fuel sources, and by supporting NESO with enhanced visibility of our network and available asset capacity. | £67.15m | £72.43m | £103.57m |
| TOTAL                             |                                                                                                                                                                                                                                 | £85.76m | £92.72m | £142.76m |

*\*All benefits are Gross unless specified otherwise and reported in 2020/21 prices. Please note that 2025/2026 costs are currently estimates to be updated with actuals in July 2026.*

A large portion of these benefits were delivered through our work accelerating connections, which otherwise would have faced delays due to both distribution and transmission network constraints. We estimate over 868 MW of new customer capacity will connect in the last two years of RIIO-ED2 accelerated by the DSO – 97% of which is renewable generation which will not only benefit those connecting, but also the wider system as we enable more low-carbon generation into the grid.

## Our focus for Years 4 and 5

In the final two years of ED2 we’ll focus on converting capability into outcomes, ensuring our DSO activities deliver measurable financial, environmental and system benefits while preparing for the enhanced role of the DSO in ED3. We will:

- Improve planning and network visibility through enhanced forecasting, digitalisation and whole-system coordination.
- Scale flexibility as a core network tool, embedding it more deeply into planning, operations and customer access to capacity.
- Accelerate connections and unlock network capacity through innovative access products, operational coordination and smarter network utilisation.
- Strengthen stakeholder and community engagement, ensuring our plans reflect local priorities and evolving customer needs.
- Prepare for ED3, developing the digital, operational and market capabilities required to support a more decentralised and increasingly complex energy system.

This Action Plan sets out how we’ll deliver against these priorities and continue to evolve our DSO role over the remainder of ED2.



# STRATEGIC COMMITMENTS

Having established the foundations of a mature DSO, our focus now is on delivering value at scale. These commitments define where we'll concentrate our efforts over the remainder of ED2, ensuring we maximise customer and whole-system benefits today while building the capabilities, partnerships and operational maturity needed for ED3.

### OUR REFRESHED DSO COMMITMENTS FOR YEAR 4 OF RIIO-ED2

Together, these commitments mark the shift to a strengthened focus on maximising benefits and demonstrable outcomes for our stakeholders, through delivering faster connections, lower network and system costs, and measurable environmental and economic benefits.

### ALIGNING EFFORT TO CUSTOMER VALUE

We've structured our commitments around five customer outcomes that turn ambition into measurable customer and whole-system benefits.

|                                                                |    |                                                                                                                                                                                                                                                  |                                                                                                                                                                                                        |
|----------------------------------------------------------------|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div></div> <div>Forecasting and planning future needs</div>   | 1. | We'll work with stakeholders to embed data-driven, holistic planning into our business to improve network visibility, forecasting and coordination, enabling faster and more efficient capacity release and whole system decision making.        | <div>Unlocking Network Capacity</div> <p>Reduced distribution network Capex (and bills); opportunities for FSPs in constraint management; and reduced embedded carbon in network assets.</p>           |
| <div></div> <div>Developing an inclusive market</div>          | 2. | We'll scale flexibility as a core network tool at the local, regional and system level by expanding our suite of flexibility products, improving market participation and embedding flexibility consistently into our decision-making processes. | <div>Flexibility at Scale</div> <p>Reduced distribution network Opex, feeding through to bills; opportunities for FSPs in distribution system services; and reduced carbon from diesel generation.</p> |
| <div></div> <div>Delivering network flexibility at scale</div> | 3. | We'll enable efficient, scalable and resilient system operation by integrating flexibility, constraint management and DER coordination directly into control room processes and cross-boundary operational arrangements with other operators.    | <div>Accelerating Connections</div> <p>Reduced national system costs and carbon from earlier access to low carbon generation; earlier revenue for connectees driving economic growth.</p>              |
| <div></div> <div>Data and Insights</div>                       | 4. | We'll accelerate customer connections onto our network through developing further access products, and using flexibility and enhanced operational coordination to optimise network capacity.                                                     | <div>Enabling Whole-System Efficiency</div> <p>Reduced national system costs and carbon through improved access to DER; and increased revenue opportunities for FSPs driving economic growth.</p>      |
| <div></div> <div>Transparency &amp; Coordination</div>         | 5. | We'll provide high-quality, accessible and user-centred data services that enable customers, DER operators and third parties to plan efficiently, reduce costs and unlock value from the network.                                                | <div>Better Data and Insights</div> <p>Lower operating costs for third parties as well as more effective planning that can improve connections timeframes and revenue maximisation.</p>                |
|                                                                | 6. | We'll maximise and transparently report the financial, environmental and system benefits delivered through DSO activities, prioritising activities that deliver measurable value for customers and stakeholders.                                 |                                                                                                                                                                                                        |
|                                                                | 7. | We'll strengthen transparency, trust and collaboration through continuous stakeholder engagement and independent scrutiny of DSO decisions and performance.                                                                                      |                                                                                                                                                                                                        |



# UNLOCKING NETWORK CAPACITY

Using better data, enhanced network visibility and flexibility-led planning, we’re improving how investment decisions are made - unlocking capacity faster, reducing costs and delivering greater value for customers, communities and the wider energy system.

During the last three years of ED2 we’ve delivered...

**£353.9m**

of reinforcement deferred through smarter planning and flexibility.

**£12.2m**

consumer savings unlocked through flexibility-led investment decisions.

**~19,000**

LV monitoring points supporting near-full network visibility.

**£242m+**

social value unlocked through improved place-based planning and whole-system coordination.

Building on these foundations, our focus now is on embedding smarter planning, improved visibility and whole-system coordination to unlock even more network capacity...

| OUR Y4-Y5 PRIORITIES                                                                                                                                                                                                                                                                                                                                            |  | Y4 | Y5 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----|----|
| Supporting the RESP, engaging with a broad range of stakeholders through Strategic Boards and in-person forums to ensure our customers plans and needs are catered for.                                                                                                                                                                                         |  |    |    |
| Implementing our new DNOA methodology, ensuring our plans consider the full range of options available including flexibility and smart solutions, and taking account of a wider set of benefits and whole system impacts. This includes delivering the roadmap set out in our 2026 DNOA methodology, with a planned update to our ED3 approach in late 2026.    |  |    |    |
| Incorporating our new flexibility cost benefits analysis into our DNOA process to account for new flex use cases, refining data needs, operational requirements and funding mechanisms.                                                                                                                                                                         |  |    |    |
| Enhancing our long-term forecasting capabilities and updating DFES, incorporating key changes from key policy and technology developments such as the Warm Homes plan, Demand Connections Reform, and the next round of Contracts for Difference (CfD), updated in December each year.                                                                          |  |    |    |
| Refreshing our Strategic Development Plans using enhanced methodologies, evaluation tools and greater digitalisation to provide holistic blueprints of our network needs out to 2050. We’re taking a more transformational, whole-system approach by integrating condition-based network needs with future demand, flexibility and network investment planning. |  |    |    |
| Reviewing our platform and technology requirements to make sure they remain fit for purpose for an increasingly decentralized and complex energy system.                                                                                                                                                                                                        |  |    |    |
| Continuing to roll out enhanced network monitoring devices to improve LV visibility, enabling us to prioritise areas for LV reinforcement and flexibility.                                                                                                                                                                                                      |  |    |    |
| Refreshing our Network Development Plan providing a clear view of our network investment and flexibility requirements over the next 10 years.                                                                                                                                                                                                                   |  |    |    |
| Committing to being fully aligned with RESP, SSEP and CSNP frameworks, with the foundational DFES transformation work underway and LAEP+/LENZA formally embedded as a data capture process.                                                                                                                                                                     |  |    |    |
| Further enhancing network visibility and forecasting to support ED3 decision-making.                                                                                                                                                                                                                                                                            |  |    |    |

Commitments  
(see page 7)

1 Better planning and network visibility

5 High-quality, accessible data services

KPI Tracker  
(see page 17)

1 DNOA Outcomes

2 Secondary Network Visibility

8 Data quality measurement



# FLEXIBILITY AT SCALE

We're using flexibility to operate the network more efficiently, reduce costs and unlock greater value for customers and market participants.

During the last three years of ED2 we've delivered...

**~£1.54m**

of customer savings delivered through flexibility-led network operation.

**£11.7k**

from improved forecasting, reducing operational costs and dispatch uncertainty.

**Reduced CO2**

by growing flexibility utilisation to support lower carbon network operation.

Having established flexibility as a core network tool, we're now focused on scaling participation, integrating flexibility into operations and maximising value across the system...

| OUR Y4-Y5 PRIORITIES                                                                                                                                                                                                                                  |  | Y4 | Y5 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----|----|
| Launching the Scheduled Availability + Operational Utilisation (SAOU) product and embedding day-ahead markets into BAU, automating processes to make participation seamless for providers.                                                            |  |    |    |
| Developing our flexibility evaluation methodology for new operational use cases of flexibility. We're embedding this within our Operational Decision Making and governance frameworks capturing the capturing the full value flexibility can provide. |  |    |    |
| As part of our 'Systems for Flex' initiative, we'll implement the Operational Forecasting and Decision Tools (ODT) improving flexibility dispatch visibility and efficiency.                                                                          |  |    |    |
| Leading the way on trialling implicit flexibility solutions. We'll continue to refine our 'Smart Signal' service to maximise opportunities for customers to participate.                                                                              |  |    |    |
| Continuing to trial and refine new operational use cases for flexibility within our control room, testing how our systems can accelerate connections, reduce curtailment and provide additional operational resilience.                               |  |    |    |
| Enhancing operational coordination with system operators and industry parties to maximise asset utilisation and revenue opportunities from market participation.                                                                                      |  |    |    |
| Developing a new Voltage Management Control system to be implemented in 2027, enabling us to control the voltage at primary substations improving whole system efficiency.                                                                            |  |    |    |
| Refining our requirements for centralised network control systems, to ensure that all of our systems work in synergy with one another.                                                                                                                |  |    |    |
| Moving our Systems for Flex applications fully into our control functionality, so flexibility procurement, scheduling and dispatch and our ANM system fully integrated and automated, reflecting real-time operational requirements.                  |  |    |    |
| Developing a new Outage Planning Portal, coordinating outages to maximise system access and improve communication with customers.                                                                                                                     |  |    |    |

Commitments  
(see page 7)

2 Flexibility at scale

3 Faster access to capacity

4 Smarter system operation

KPI Tracker  
(see page 17)

5 Registered flexibility capacity

6 Short-term forecasting accuracy



# ACCELERATING CONNECTIONS

We’re helping customers connect sooner by making better use of existing network capacity. Through innovative Access Products, flexibility services, enhanced operational coordination and improved network visibility, we’re unlocking capacity faster, reducing connection delays and accelerating the delivery of low-carbon generation, storage and demand projects.

During the last three years of ED2 we’ve delivered...



With proven success accelerating customer connections, we’re expanding the tools, products and processes that help customers connect sooner...

| OUR Y4-Y5 PRIORITIES                                                                                                                                                                                                                                     |  | Y4 | Y5 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----|----|
| Further trialling flexibility for deliverability and operational use cases, including outage management, connection acceleration and curtailment reduction.                                                                                              |  |    |    |
| Rolling out our new ‘Scheduled’ Access Product providing a low-cost route to early connection for customers with time-profiled capacity requirements.                                                                                                    |  |    |    |
| Refreshing our website, and updating our resource library for Early Access Products to provide customers with a full view of the options available to them at the pre-application stage.                                                                 |  |    |    |
| Developing a digital communications solution enabling us to roll out Access Products to smaller customers where the cost or size of previous hardware equipment may have been prohibitive.                                                               |  |    |    |
| Continuing to develop local energy opportunities and enhance Community Smart Access schemes.                                                                                                                                                             |  |    |    |
| Enhancing our ‘Centralised Network View’ geospatial heatmap to provide additional insight to prospective customers in a single integrated dataset, including information on Technical Limits and secondary network data, providing insight to customers. |  |    |    |
| Continuing to refine and enhance our suite of Access Products to accelerate developing innovative technical and commercial solutions to maximise existing network capacity.                                                                              |  |    |    |
| Enhancing NeRDA, driven by stakeholder demand for improved data presentation, expanded data sets and clearer contextual information.                                                                                                                     |  |    |    |
| Further embedding our Access Products into our standard offerings and governance processes for new connections, ensuring all customers can benefit from low cost and fast access to network capacity.                                                    |  |    |    |

Commitments  
(see page 7)

3

Faster access to capacity

5

High-quality, accessible data services

KPI Tracker  
(see page 17)

7

Accelerating connections

8

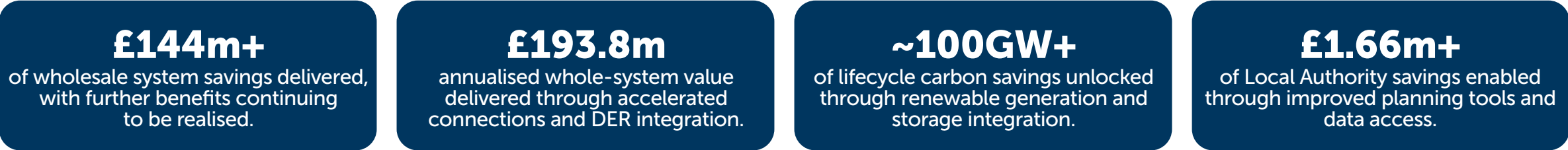
Data quality measurement



# ENABLING WHOLE ELECTRICITY SYSTEM EFFICIENCY

We're working more closely with NESO, network operators and market participants to unlock capacity, improve coordination and reduce whole-system costs. By increasing operational data sharing, expanding cross-boundary flexibility solutions and developing common market arrangements, we're enabling a more efficient, resilient and integrated electricity system.

During the last three years of ED2 we've delivered...



The next phase is deeper operational coordination, improved data sharing and closer industry collaboration to maximise whole-system value...

| OUR Y4-Y5 PRIORITIES                                                                                                                                                                                                                                              |  | Y4 | Y5 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----|----|
| Implementing our final ICCP link with NESO, enabling us to share more operational data and coordinate network needs across the wider system.                                                                                                                      |  |    |    |
| Enhancing our operational data sharing capability with NESO and other system and network operators to share information such as Primacy Rules and Technical Limits data.                                                                                          |  |    |    |
| Expanding opportunities for communities to participate in LEMA, working with industry partners to implement practical market arrangements that accelerate local electrification and developing a Flexibility Services Agreement.                                  |  |    |    |
| Working with SHET to develop Technical Operating Limits within the 3 GSP's in the Scottish transmission region, we're rolling this out this year to maximise existing network capacity and accelerate more connections.                                           |  |    |    |
| Supporting Elexon as the Market Facilitator in the development of the Flexibility Market Asset Registration System (FMAR), providing a single solution for registering assets to participate in flexibility markets across distribution and transmission markets. |  |    |    |
| Promoting further data exchanges across the transmission - distribution boundary to maximise capacity and headroom available for wider system services, and defining data requirements for further operational flex use cases.                                    |  |    |    |
| Developing Electricity System Restoration capability and implementing a new Voltage Management Control system to improve the resilience of the whole electricity system.                                                                                          |  |    |    |
| Working with the Market Facilitator and wider industry to enhance coordination beyond network operators, trialling new processes and sharing more asset visibility data to drive better whole system outcomes.                                                    |  |    |    |

Commitments  
(see page 7)

1 Better planning and network visibility

2 Flexibility at scale

4 Smarter system operation

KPI Tracker  
(see page 17)

1 DNOA Outcomes

5 Registered flexibility capacity

6 Short-term forecasting accuracy



# BETTER DATA AND INSIGHTS

High-quality, accessible data is critical to a smarter electricity system. By enhancing our digital services, expanding network visibility and responding to stakeholder needs, we're helping customers, communities and market participants make better decisions, unlock opportunities and reduce costs.

During the last three years of ED2 we've delivered...

£6.97m

unlocked through faster housing delivery.

£99k+

delivered through increased low-carbon technology adoption.

£2.04m

realised from accelerated demand connections, with £615m of future value unlocked and identified.

400MW+

capacity unlocked through Technical Limits and whole-system coordination.

Having strengthened the quality and availability of our data, we're now focused on making it easier to access, understand and use...

| OUR Y4-Y5 PRIORITIES                                                                                                                                                                                                     |  | Y4 | Y5 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----|----|
| Enhancing the data insights and dashboards on our Data Portal, tailoring these to specific use cases and stakeholder needs.                                                                                              |  |    |    |
| Rolling out 24/7 remote support for our connected Active Network Management (ANM) customers, providing support during outages and issues so they can maximise network access and revenue.                                |  |    |    |
| Making our data as accessible as possible, ensuring information is machine-readable, enhancing the number of datasets available in multiple formats and providing the LTDS CIM format.                                   |  |    |    |
| Maximizing the volume of real-time information available on our portal, including flexibility market data to improve decision-making and transparency.                                                                   |  |    |    |
| Enhancing our Centralised Network View geospatial heatmap, incorporating additional data sets, lower voltage data and improving data quality.                                                                            |  |    |    |
| Refreshing our website, helping customers get the information that they need at the right time and improving the transparency of our DSO operations.                                                                     |  |    |    |
| Continuing to report on our Data Quality through our new dashboard, making targeted improvements to the accuracy and reliability of the data we provide.                                                                 |  |    |    |
| Working with NESO and Industry to develop the initial use cases under the Data Sharing Infrastructure (DSI) initiative, creating a trust framework to seamlessly share data between industry parties.                    |  |    |    |
| Enhancing LAEP+ and LENZA, developing new functionality and standardised approaches with other DNOs to provide improved digital tools that support local decarbonisation planning.                                       |  |    |    |
| Developing advanced search functions and Generative AI capabilities within our Data Portal to improve user accessibility, enabling customers to access information quickly and easily and answer complex data questions. |  |    |    |
| Scaling up our Load Managed Area payments, incentivising customers to adopt smart meters and enabling them to participate in wider flexibility opportunities.                                                            |  |    |    |
| Further refining our conflict management processes, learning from industry and providing assurance to stakeholders that we're acting accordingly.                                                                        |  |    |    |

Commitments (see page 7)

4 Smarter system operation

5 High-quality, accessible data services

7 Trust and transparency

KPI Tracker (see page 17)

4 FSPs participating

8 Data quality measurements

10 DSO Stakeholder satisfaction

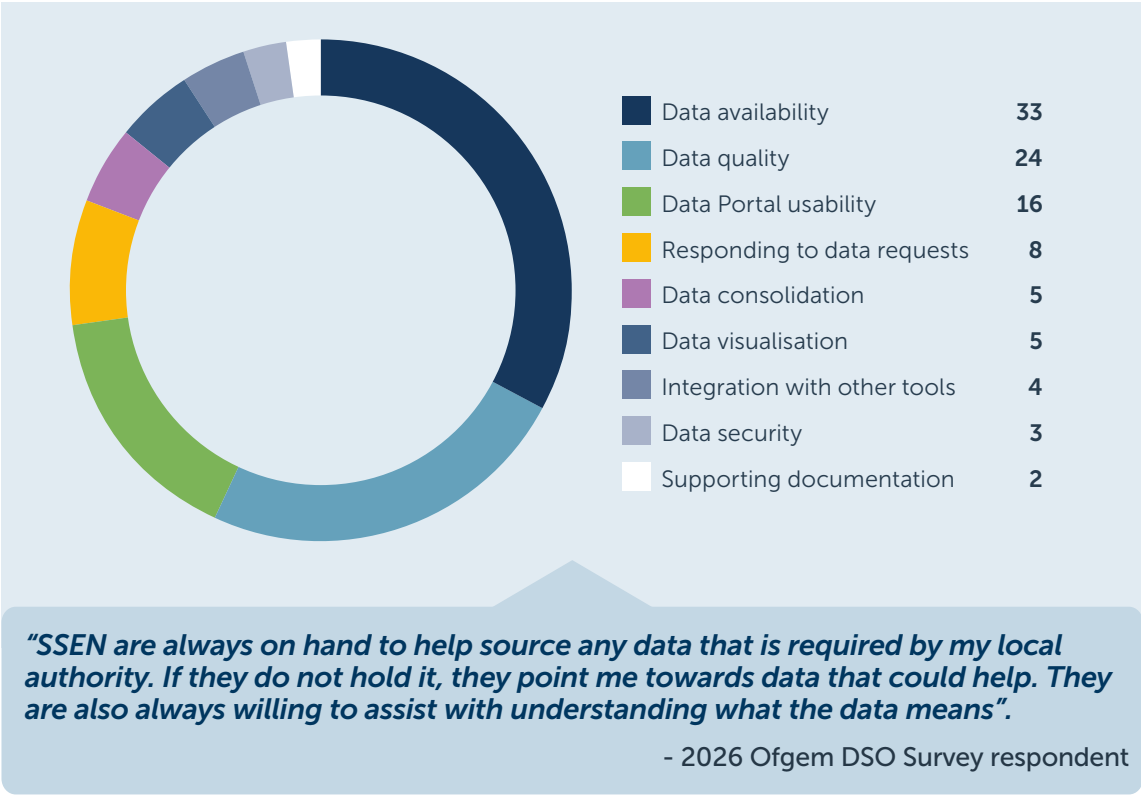


# UNDERPINNING OUR DSO OPERATIONS WITH DATA

We’re investing in data quality, accessibility and digital tools to support faster planning, smarter operations and a more efficient energy system.

In November 2025 we launched our Open Data Portal Vision and Strategy; shaped by the needs of our stakeholders throughout the year. We’re drawn on feedback from 5 data surgeries, events from our autumn and spring series and issued a user feedback survey. From this, we’ve identified which stakeholder priorities are integral to keeping our Data Portal relevant and accessible to users. (see diagram below).

## DATA PORTAL USER FEEDBACK SURVEY: What is important to our stakeholders?



## WHAT STAKEHOLDERS WANT

- Better data quality, accuracy and completeness, so stakeholders can use our data with greater confidence in planning and decision-making.
- Improved substation and local network visibility, including more granular insight to support connections, forecasting and local energy planning.
- More frequent and timely data updates, with easier access to datasets in one place and in machine-readable formats.
- Clearer, more accessible tools and guidance — including better search, simpler language, supporting documentation and easier ways to find the right data for different user needs.
- Greater transparency on connections, access products and network availability, including improved CNV functionality and data that better supports early-stage decisions.



## WHAT WE’RE DELIVERING

### ADDITIONAL RESOURCES TO IMPROVE ACCESSIBILITY

We’re making our data easier to access and use by publishing clearer guidance, methodologies and supporting insights alongside our datasets. Enhanced documentation, machine-readable formats and API guidance will help users integrate data more easily, while improvements to the portal, search functionality and user support will make it quicker to find the information they need.

### HOW WE’RE CONTINUING TO LEAD THE WAY IN DATA QUALITY

We remain committed to providing high-quality, trusted data through our industry-leading Data Quality Dashboard and regular reporting. By increasing automation, improving feedback loops and refreshing datasets more frequently, we’ll enhance the accuracy, consistency and transparency of our data. We are also investing in smarter search, AI-enabled tools and industry standardisation to make data easier to access, understand and use.

[Click here to read our latest Digital Strategy and Action Plan](#)





# DATA ROADMAP

This data roadmap shows how we'll enhance our Data Portal over the coming years, improving accessibility, data quality and user experience to better support stakeholder needs.



## DISCRETE DELIVERABLES

Items already delivered through our DSO Data Portfolio, with progress and performance tracked through the Quarterly Performance Report under Data Quality Measurement.



## ONGOING IMPROVEMENTS

Continuous activities within the DSO Data Portfolio that are being progressed to enhance data quality, capability and performance.



## BUILDING CAPABILITY FOR ED3

This covers the activities and initiatives underway to develop the data, systems, and processes required to support the future DSO operating model and deliver our ED3 commitments.

| OUTCOMES                                                     | 2025/26 | 2026/27 | 2027/28 | 2028/29 | 2029/30 |
|--------------------------------------------------------------|---------|---------|---------|---------|---------|
| Improved data request and response rate                      |         |         |         |         |         |
| Access to methodologies, third party data and reports        |         |         |         |         |         |
| Data onboarded to portal with no manual intervention         |         |         |         |         |         |
| Users enabled to consolidate data based on needs             |         |         |         |         |         |
| Users can view list of data that SSEN owns                   |         |         |         |         |         |
| Enhanced user interface and guidance resources               |         |         |         |         |         |
| Improved data quality and refresh through automation         |         |         |         |         |         |
| Enhanced visualisation tools                                 |         |         |         |         |         |
| Users can review data with detailed charts and maps          |         |         |         |         |         |
| Data quality is tracked and improved                         |         |         |         |         |         |
| Advanced search tool for locating appropriate data           |         |         |         |         |         |
| Customisable dashboards to view insights at a glance         |         |         |         |         |         |
| Users can review data with detailed charts and maps          |         |         |         |         |         |
| Data put into context by sharing specialist industry reports |         |         |         |         |         |
| Advanced search tool that will generate bespoke data sets    |         |         |         |         |         |
| Generative AI that answers complex data questions            |         |         |         |         |         |
| Advanced AI and data SME driven insights for specific users  |         |         |         |         |         |
| Data quality is tracked and improved                         |         |         |         |         |         |

## USEFUL LINKS

If you've any questions or would like to attend one of our Quarterly Data Surgeries get in touch with us at [data@sSEN.co.uk](mailto:data@sSEN.co.uk).

Our Data portal



Our Digitalisation Strategy & Action Plan



Keep up to date with our events page





# TRUSTED, TRANSPARENT AND ACCOUNTABLE

Through robust governance, independent challenge and transparent reporting, we provide confidence that our activities deliver fair, evidence-based outcomes for customers, stakeholders and the wider electricity system.

Core frameworks such as the Distribution Network Options Assessment (DNOA), Operational Decision-Making Framework (ODMF) and DSO Governance arrangements provide a robust methodology for planning, procurement and operational decisions. These are complemented by independent oversight from the DSO Advisory Board, alongside regular publication of methodologies and performance reporting, enabling stakeholders to understand how decisions are made and how value is delivered.

To reinforce impartiality, we've embedded comprehensive conflict of interest management processes across our DSO activities, including clear procedures to identify, declare and manage actual or perceived conflicts, supported by transparent reporting mechanisms. This ensures a level playing field for market participants and builds confidence that decisions are evidence-based and unbiased. Together, these governance and assurance mechanisms drive transparency, accountability and trust, supporting the effective delivery and scaling of our DSO role for customers and the wider energy system.



We use a conflicts register to track and manage risks and mitigations.

| Risk of Conflict                     | Risk  | Planning | Operations | Flexibility |
|--------------------------------------|-------|----------|------------|-------------|
| Connections Pipeline                 | ■ → ■ | ●        | ●          | ●           |
| Transmission Congestion              | ■ → ■ | ●        | ●          | ●           |
| National Infrastructure              | ■ → ■ | ●        | ●          |             |
| Local Transition at pace             | ■ → ■ | ●        | ●          |             |
| DSO-Supplier Coordination            | ■ → ■ |          | ●          | ●           |
| Data Exchange                        | ■ → ■ | ●        | ●          |             |
| Distribution Investment Optimisation | ■ → ■ | ●        | ●          | ●           |
| Distribution System Optimisation     | ■ → ■ |          | ●          | ●           |
| DSO-NESO Coordination                | ■ → ■ |          | ●          | ●           |
| Innovation Portfolio                 | ■ → ■ | ●        | ●          | ●           |

## Our DSO Governance Arrangements

### TRANSPARENT DECISION-MAKING

- We publish our methodologies, plans, decisions and performance metrics.
- We engage stakeholders throughout the decision-making process.
- We report transparently on outcomes and benefits delivered.

### INDEPENDENT CHALLENGE AND OVERSIGHT

- The DSO function operates independently from wider DNO activities.
- Executive accountability sits with the Director of DSO.
- Independent scrutiny is provided through the DSO Advisory.

### MANAGING CONFLICTS AND ACCOUNTABILITY

- We operate within a clear governance and investment framework.
- Risks of actual and perceived conflicts are actively identified, managed and reported.
- Governance processes ensure fair and transparent decision-making across all DSO activities.



# TRACKING DELIVERY AND IMPACT

We measure and report our performance against a focused set of indicators that track progress against our commitments, customer outcomes and stakeholder priorities. Together, these metrics ensure transparency, accountability and continuous improvement.



## STRATEGIC COMMITMENTS

*Our commitments define where we'll focus our efforts to deliver customer and whole-system value.*

Commitments that deliver against customer outcomes, aligned to our Theory of Change framework.



## CUSTOMER OUTCOMES

*The tangible outcomes we aim to deliver for customers, communities and stakeholders.*

Prioritising activities that deliver against customer outcomes, aligned to our Theory of Change framework.



## KEY PERFORMANCE INDICATORS

*The measures we use to track progress, demonstrate impact and drive continuous improvement.*

Transparently reporting on our progress against these commitments.

1.

We'll work with stakeholders to embed data-driven, holistic planning into our business to improve network visibility, forecasting and coordination, enabling faster and more efficient capacity release and whole system decision making.
2.

We'll scale flexibility as a core network tool at the local, regional and system level by expanding our suite of flexibility products, improving market participation and embedding flexibility consistently into our decision-making processes.
3.

We'll enable efficient, scalable and resilient system operation by integrating flexibility, constraint management and DER coordination directly into control room processes and cross-boundary operational arrangements with other operators.
4.

We'll accelerate customer connections onto our network through developing further access products, and using flexibility and enhanced operational coordination to optimise network capacity.
5.

We'll provide high-quality, accessible and user-centred data services that enable customers, DER operators and third parties to plan efficiently, reduce costs and unlock value from the network.
6.

We'll maximise and transparently report the financial, environmental and system benefits delivered through DSO activities, prioritising activities that deliver measurable value for customers and stakeholders.
7.

We'll strengthen transparency, trust and collaboration through continuous stakeholder engagement and independent scrutiny of DSO decisions and performance.

- Unlocking Network Capacity

Reduced distribution network Capex (and bills); opportunities for FSPs in constraint management; and reduced embedded carbon in network assets.
- Flexibility at Scale

Reduced distribution network Opex, feeding through to bills; opportunities for FSPs in distribution system services; and reduced carbon from diesel generation.
- Accelerating Connections

Reduced national system costs and carbon from earlier access to low carbon generation; earlier revenue for connectees driving economic growth.
- Enabling Whole-System Efficiency

Reduced national system costs and carbon through improved access to DER; and increased revenue opportunities for FSPs driving economic growth.
- Better Data and Insights

Lower operating costs for third parties as well as more effective planning that can improve connections timeframes and revenue maximisation.

- DNOA OUTCOME

SECONDARY NETWORK VISIBILITY
- FLEXIBILITY SERVICE PROVIDERS PARTICIPATING

REGISTERED FLEXIBILITY CAPACITY
- SHORT TERM FORECASTING ACCURACY

ACCELERATING CONNECTIONS
- DATA QUALITY MEASUREMENT

DSO COMPLIANCE
- DSO STAKEHOLDER SATISFACTION

DSOAB FEEDBACK ACTIONED



# FROM COMMITMENTS TO RESULTS

Our KPIs provide transparent reporting on the outcomes and benefits delivered through our DSO activities, ensuring progress can be tracked and scrutinised.

| KPI |                                             | MEASURE                                                                                                   | OBJECTIVE                                                                                                                                                         | END OF ED2 TARGET   |
|-----|---------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1   | DNOA OUTCOME                                | % of sites assessed that recommend flexibility                                                            | Demonstrate how we are embedding flexibility and smart solutions into our decision-making processes.                                                              | 30%                 |
| 2   | SECONDARY NETWORK VISIBILITY                | % of the LV network visible to SSEN, through a combination of smart meter data and monitoring devices     | Improving our visibility and understanding of our local networks to support efficient and coordinated planning, and sharing this data to support new connections. | 90%                 |
| 3   | FLEXIBILITY SERVICE PROVIDERS REGISTERED    | Number of Flexibility Service Providers (FSP) onboarded and able to participate in flexibility auctions   | Demonstrates how we're making our markets more accessible through simple, clear processes and pricing mechanisms.                                                 | 45                  |
| 4   | FLEXIBILITY SERVICE PROVIDERS PARTICIPATING | Number of Flexibility Service Providers (FSP) actively participating in flexibility auctions.             | Demonstrates market participation to show whether registered providers are actually engaging in flexibility auctions.                                             | 36                  |
| 5   | REGISTERED FLEXIBILITY CAPACITY (MW)        | MW of flexibility registered on our market platforms and available for both SSEN and wider system use     | Facilitating wider market participation and coordination across system operators.                                                                                 | 2GW                 |
| 6   | SHORT TERM FORECASTING ACCURACY             | Average % accuracy of our operational forecasting for all forecasted Constraint Managed Zones (CMZ)       | Providing confidence to our customers on volumes of flexibility or curtailment required and enabling wider market participation across the whole system.          | 90%                 |
| 7   | ACCELERATING CONNECTIONS                    | MW of capacity connected under flexible arrangements such as access products or Technical Limits          | Demonstrating how flexible connection options can accelerate benefits to society.                                                                                 | 1.5GW               |
| 8   | DATA QUALITY MEASUREMENT                    | Coverage of data quality rules across all data domains to ensure we deliver quality data to our customers | Demonstrating the quality and completeness of our data, providing confidence to users.                                                                            | 100%                |
| 9   | DSO COMPLIANCE                              | Instances of non-compliance with the DSO-DNO service statement and our governance frameworks              | Providing assurance that we are managing risks of, perceived and actual conflicts according to our DSO service statement.                                         | 0                   |
| 10  | DSO STAKEHOLDER SATISFACTION                | Stakeholder satisfaction score                                                                            | Reflecting the customer satisfaction score from our annual DSO satisfaction survey across all stakeholder groups.                                                 | Score of 9 or above |
| 11  | DSOAB FEEDBACK ACTIONED                     | % of DSOAB feedback actioned and progressed                                                               | Demonstrating how we are course correcting by progressing or resolving feedback.                                                                                  | 100%                |



# HELPING SHAPE THE NEXT PHASE OF OUR DSO JOURNEY

As we move from capability building to delivering value at scale, stakeholder insight remains central to our success. We look forward to continuing the conversation through our expanded programme of events, forums and engagement opportunities.

| CONTINUED  NEW                               |  | RELEVANT STAKEHOLDERS |                              |                                     |                                   |                            |                          |                    |                      |
|----------------------------------------------|--|-----------------------|------------------------------|-------------------------------------|-----------------------------------|----------------------------|--------------------------|--------------------|----------------------|
| TYPE OF ENGAGEMENT                           |  | Local Authorities     | Distributed Energy Resources | Flexibility Providers & Aggregators | Industrial & Commercial Customers | System & Network Operators | Community & Local Energy | Domestic Customers | Vulnerable Customers |
| Customer Connections Conference              |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Connections Surgeries                        |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| DER Forums                                   |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Housing Developer Forums                     |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Local Authority Forum                        |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Annual Flexibility Webinar                   |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Flexibility Service Provider 1-2-1s          |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Customer Vulnerability event                 |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| ANM user group                               |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Quarterly data surgeries                     |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Control room visits                          |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Annual DSO conference                        |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Community energy events                      |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Community energy flexibility event           |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Joint DNO and Flexibility platform event     |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Flexibility provider site visits             |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| LENZA training                               |  |                       |                              |                                     |                                   |                            |                          |                    |                      |
| Local Authority Electric Vehicle focus group |  |                       |                              |                                     |                                   |                            |                          |                    |                      |



# Glossary

| Term            | Description                                                                                                                                                                                                                                                                                                    |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Aggregators     | A new type of energy service provider which can increase or moderate the electricity consumption of a group of consumers according to total electricity demand on the grid.                                                                                                                                    |
| BAU             | Business As Usual.                                                                                                                                                                                                                                                                                             |
| BSP             | Bulk Supply Point.                                                                                                                                                                                                                                                                                             |
| CMZ             | Constraint Managed Zones. These zones make use of technologies providing flexibility to alleviate network constraints, deploying them as an alternative to traditional network reinforcement in the management of peak demand.                                                                                 |
| Data triage     | Systematically find issues which should inhibit open data, identify the 'least impact' mitigation technique(s) and make the process transparent.                                                                                                                                                               |
| Decarbonisation | Reducing the carbon intensity in terms of emissions per unit of electricity generated.                                                                                                                                                                                                                         |
| DER             | Distributed Energy Resources. Any resource on the distribution system that produces or stores electricity. This can include distributed generation, storage, heat pumps and electric vehicles as well as other technologies.                                                                                   |
| DNO             | Distribution Network Operator.                                                                                                                                                                                                                                                                                 |
| DNOA            | Distribution Network Options Assessment.                                                                                                                                                                                                                                                                       |
| DSO             | Distribution Systems Operator. The directorate within SSEN that supports a more flexible network operation. Uniquely placed to ensure simple and consistent access to new markets for our active customers through maximising the utilisation of our existing electrical and communication networks.           |
| DSOAB           | DSO Advisory Board.                                                                                                                                                                                                                                                                                            |
| DSAP            | Digital Strategy and Action Plan.                                                                                                                                                                                                                                                                              |
| ESO             | Electricity System Operator. The electricity system operator for Great Britain, making sure that Great Britain has the essential energy it needs by ensuring supply meets demand.                                                                                                                              |
| EV              | Electric Vehicle.                                                                                                                                                                                                                                                                                              |
| FSO             | Future System Operator. Ofgem intend to set up an expert, independent FSO with responsibilities across both the electricity and gas systems and the ability to expand its remit to additional energy vectors when needed. The FSO will be in the public sector, with operational independence from government. |
| GDN             | Gas Distribution Network.                                                                                                                                                                                                                                                                                      |
| GIS             | Geographic Information System.                                                                                                                                                                                                                                                                                 |
| GSP             | Grid Supply Point.                                                                                                                                                                                                                                                                                             |
| GW              | Gigawatt.                                                                                                                                                                                                                                                                                                      |
| HV              | High Voltage.                                                                                                                                                                                                                                                                                                  |
| IDNO            | Independent Distribution Network Operator.                                                                                                                                                                                                                                                                     |
| kWh             | Kilowatt hour.                                                                                                                                                                                                                                                                                                 |

| Term      | Description                                                                                                                                                                                                                                                            |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LAEP      | Local Area Energy Plan. A data-driven and whole energy system, evidence-based approach that sets out to identify the most effective route for the local area to contribute towards meeting the national net zero target, as well as meeting its local net zero target. |
| LCT       | Low Carbon Technologies.                                                                                                                                                                                                                                               |
| LENZA     | Local Energy net zero Accelerator. SSEN's tool for supporting local authority LAEPs.                                                                                                                                                                                   |
| LEO(N)    | Local Energy Oxfordshire (Neighbourhood).                                                                                                                                                                                                                              |
| LTDS      | Long Term Development Statements. Designed to help to identify and evaluate opportunities for entering into arrangements with us relating to use of system or connection.                                                                                              |
| LV        | Low Voltage.                                                                                                                                                                                                                                                           |
| MW        | Megawatt.                                                                                                                                                                                                                                                              |
| NDP       | Network Development Plan.                                                                                                                                                                                                                                              |
| NeRDA     | Near Real-Time Data Access.                                                                                                                                                                                                                                            |
| NIA       | Network Innovation Allowance.                                                                                                                                                                                                                                          |
| NMF       | Neutral Market Facilitator will provide a market for trading use of Distributed Energy Resources (DERs).                                                                                                                                                               |
| NESO      | National Energy System Operator.                                                                                                                                                                                                                                       |
| Open Data | Data in a machine-readable format that can be freely used, shared and built on by anyone, anywhere, for any purpose.                                                                                                                                                   |
| PSR       | Priority Services Register. Our register of vulnerable customers.                                                                                                                                                                                                      |
| RIIO-ED2  | Price control for Electricity Distribution (2023-2028).                                                                                                                                                                                                                |
| RSP       | Regional System Planner. Ofgem proposal for regional energy system planning bodies.                                                                                                                                                                                    |
| SDG       | Sustainability Development Goals.                                                                                                                                                                                                                                      |
| SEPD      | Southern Electric Power Distribution.                                                                                                                                                                                                                                  |
| SHEPD     | Scottish Hydro Electric Power Distribution.                                                                                                                                                                                                                            |
| SIF       | Strategic Innovation Fund.                                                                                                                                                                                                                                             |
| SME       | Small Medium Size Enterprise.                                                                                                                                                                                                                                          |
| SSE       | Scottish and Southern Electricity.                                                                                                                                                                                                                                     |
| TO        | Transmission Owner.                                                                                                                                                                                                                                                    |
| TOM       | Target Operating Model.                                                                                                                                                                                                                                                |
| VFES      | Vulnerability Future Energy Scenarios.                                                                                                                                                                                                                                 |
| VIVID     | Vulnerability Identification Via Informative Data.                                                                                                                                                                                                                     |

# ENGAGE WITH US

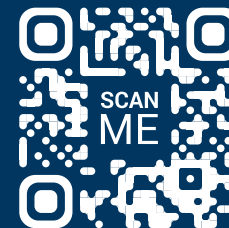
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