



INTRODUCTION

Our Distribution System Operations (DSO) functions are delivering proactive investment, flexibility and grid access at the right time, and in the right place, to decarbonise local businesses, heating and transport. Our plans will unlock local economic growth and enable a just transition for the customers and communities we serve.

As we enter the final year of our initial DSO accelerator programme, I am proud to reflect on the remarkable progress We've made together.

The journey so far has seen us embed our DSO "smart, fair, now" principles at the heart of our operations, laying the strong foundations needed to support the government's Clean Power 2030 ambitions and beyond.

Our commitment to transparent, strategic investment and the publication of long-term, local plans has given confidence to our customers, stakeholders, supply chain, and partners. By making granular, local data more accessible, we're empowering the most rapidly decarbonising communities in the UK, whilst building vital trust in our governance through openness and oversight from our DSO Advisory Board.

Through the delivery of our strategic initiatives, we've not only matured our systems and processes, but also accelerated economic growth by enabling faster, smarter connections to our network. Our proactive approach is unlocking greater market participation, opening up new revenue streams, and ensuring that our network investment meets capacity where it is most needed—supporting the 11.4GW of low carbon generation required in our license areas to achieve Clean Power 2030.

secure, and flexible energy system.

We recognise the importance of adapting to a rapidly evolving market and have worked closely with you, our stakeholders, to ensure our plans remain ambitious, targeted, and responsive. You've engaged with us through our Autumn and Spring Series, through our DSO Satisfaction Survey and at many events and workshops this year, letting us know what's important to you.

Building on the momentum of the past year, we're well-positioned to scale our efforts for the challenges and opportunities ahead in ED3. I am confident that together, we'll continue to deliver at pace, helping our customers and communities to decarbonise and thrive in a net zero future.

Thank you for your continued trust, collaboration, and passion for positive change.

Andrew Roper
Director of DSO





JUST A FEW OF THE WAYS WE'RE RESPONDING TO YOUR FEEDBACK...

You said... We did! How important it was to enable consumer and Part of our plan this year focuses on smart community access in partnership with the Local Energy Market community-level flexibility Alliance (LEMA), delivering on Load Managed Area (LMA) interim payments and consulting on and developing a local energy strategy. We've introduced to our plan proactive engagement, We needed to support industrial and commercial stakeholders to decarbonise strategic planning insights, tailored journeys and specific connection products, to facilitate the decarbonisation efforts of our small to medium industrial customers. We needed to continue accelerating connections Across our plan you will see a particular focus on enabling a growth in faster connections through increased data quality, the use of proactive strategic investment and the stimulation of flexibility markets.



OUR UPDATED ED2 STRATEGIC OBJECTIVES

How we're evolving our strategy to continue to deliver for our customers



Forecasting and planning future needs

1. We'll provide stakeholders with 100% visibility of our network through advanced software-based visibility solutions, smart metering data, and real-time network models, investing in network monitoring only when and where required targeting 19% coverage of the network.

2. We'll provide leading cross-vector support for communities through our Whole Systems team through digital planning support tools and Strategic Development Plans for all planning authorities by 2025.

3. We'll use our enhanced network visibility to identify further opportunities for flexibility and develop access products where valuable, alongside delivery of strategic investment to release network capacity faster to avoid unnecessary delays and costs. Our approach will be reported and externally assured on an ongoing basis.

4. We'll accelerate connections for customers through customer-centric engagement, digital services, a range of access products, and close coordination with the National Energy System Operator (NESO) through our Strategic Development Plans and the RESP. Our DSO will provide the capacity needed for all connections applications ensuring optimal use of flexible solutions to deliver the capacity required.

Developing an inclusive flexibility marketplace

5. We'll continue to promote accessibility and inclusivity within our flexibility markets making it easy to participate through regularly publishing clear product roadmaps, with a range of product and pricing options down to the grid edge. This will be co-created with stakeholders to ensure inclusivity by design and coordination with wider system operators and the Market Facilitator, ensuring flexibility provides value to the whole electricity system.

6. We'll enable the market through third-party market platform partnerships to establish operations that support a variety of procurement horizons that are coordinated with NESO and will drive maturity in secondary trading.

7. We'll evaluate strategies for scaling community driven flexibility services and Access Products, supporting a further uptake of energy efficiency and developing Local Energy Strategies that identify opportunities for flexibility service provision to meet a broader range of network needs.



Delivering network flexibility at scale

- 8. We'll drive transparency in dispatch through regular consultation and publication of our Operational Decision Making (ODM) Framework, reporting on both our dispatch volumes through the System Operability Report and our compliance with the ODM on a quarterly basis.
- 9. We'll enable flexibility for a range of long-term, short-term, local, and system needs. We'll coordinate with our customers, stakeholders, and NESO. Outage plans, operational forecasts, and schedules will be published up to the day-ahead stage. We'll use standard products and offer a range of dispatch interface options. Data will be shared in real time to deliver wider system benefits.



Driving transparency through coordination and data

- 10. We'll provide enhanced data driven insights through our data provision strategy that enable customers to receive and access valuable data tailored to their specific needs, enabling customers to make informed decisions.
- 11. We'll drive transparency in our decision making and build customer trust by publishing the outputs from our DSO Advisory Board that scrutinises our DSO delivery plans and operational decisions, and commission an annual independent audit presenting the transparency of our operations. We'll review the benefits delivered by our DSO activities with our stakeholders to reprioritise activities, reporting on benefits delivered by our DSO to transparently demonstrate our progress.
- 12. We'll continuously engage and collaborate with stakeholders to inform the development of our DSO functions, publishing and consulting on our key processes, and prioritising data releases on our data roadmap and collaboration plan as per our stakeholders' needs.

FORECASTING AND PLANNING FUTURE NEEDS

Planning strategic investment with local needs in mind and being open about our networks



Our customers and stakeholders are asking us for

- Clarity and coordination around engagement activities, tailored to customer types
- Greater use of geospatial and other visualization tools where appropriate
- Continued support for Local Authorities (LA's) in undertaking their Local Area Energy Planning (LAEP) activities and identifying opportunities to use LENZA in their day-to-day activities
- Extended support for local planning to large demand users in addition to LA's
- Integration of Strategic Development Plans (SDP's) with other forecasting activities to provide coordinated insight



The outcomes we're targeting

- Customers can easily and quickly connect to our network, enabling the adoption of Low Carbon Technologies and industry decarbonisation
- Enhanced forecasting accuracy that captures our customers plans to deliver efficient and economic longterm investments
- Reduced whole system costs through coordination across energy vectors within our planning processes
- Enhanced digitisation of our data, ensuring equity of access to planning tools and third-party efficiency and effectiveness
- Local Energy Strategies that provide financial savings, and environmental and social benefits for communities

Accelerating to deliver on evolving needs

A critical part of readying networks for greater electrification and societal decarbonisation are our Strategic Development Plans (SDPs) which act as a blueprint of long-term electricity system needs from now through to 2050. We'll consult and update these this year, and annually going forwards as energy projections change, helping customers – and central and local government – understand capacity growth and act as a crucial link to NESO's Regional Energy Strategic Plans (RESP) to be published in early 2026.

Alongside our SDP's, we're developing our Local Energy Strategy and our DSO Connections plan, reinforcing SSEN's commitment to deliver decarbonisation in an affordable and fair way, and outlining how we're scaling up our own functions to deliver against Clean Power 2030 targets. The most efficient energy transition will be achieved by planning for the long term, unlocking economies of scale and lowering the overall transition costs to consumers in the long run.

The products and services we're delivering

Enabling Local Power for our communities

- We're consulting on and updating our **SDP methodology** and publishing SDP's for all Grid Supply Points across our network, digitising outputs to increase accessibility
- We'll develop a Local Energy Strategy, combining our SDP's, flexibility markets, community energy, customer insights and new access products at a Local level
- We'll undertake a targeted outreach programme to encourage uptake of our Powering Communities to Net Zero fund

Enhanced forecasting based on local inputs

- Incorporate LAEPs and LENZA inputs into our Distribution Future Electricity Scenarios (DFES), alongside Industrial and Commercial customer data
- We'll continue to support NESO in developing Regional Energy Strategic Plans (RESP) ensuring local plans are accounted for and reflected in our forecasts
- Within our Distribution Network Options Assessments (DNOA) we'll provide outputs aligned to local regions and continue to improve our quarterly summaries

Sharing our improved data and insights across the sector

- We're consolidating our capacity datasets and developing visualisation tools to provide network insight on future opportunities
- We're supporting Winchester City Council in the pilot digitisation of LAEP outputs
- We'll share lessons learned and insights with others at our Local Authority seminars to help broaden access and uptake of our digital tools across all Local **Authorities**

Transparent decision making and investment planning

 As we develop our next **Business Plan and** investment programme, we will undertake crossvector engagement to strengthen our forecasts, using local insights to support efficient planning, and updating our governance frameworks accordingly

By April 2026 we will:

Consult on and update our SDP methodology, providing 1-page summaries and digitised outputs

Publish our consolidated Local Energy **Strategy** providing clarity on how we will enable communities and economic growth

Publish enhanced data outputs including a geospatial heatmap and granular network planning data in model format

Consult on and update our **Distribution Network** Options Assessment (DNOA) methodology

DEVELOPING THE FLEXIBILITY MARKETPLACE

Further expanding our range of services available to stakeholders and encouraging participation in the marketplace



Our customers and stakeholders are asking us to

- Improve signposting and insight into multi-year requirements to encourage investment and participation in areas where there are currently limited technologies to deliver flexibility
- Consider the balance between standardisation and bespoke arrangements to help enable and drive market participation
- Provide Key Performance Indicators (KPIs) that demonstrate the true benefits to the system and consumers of procuring local flexibility
- Standardise interfaces for flexibility providers to engage in with across systems and markets
- Provide clarity on SSEN's vision for flexibility in RIIO-ED3

The outcomes we're targeting

- Increased and equitable access to the network, facilitating connections and participation of Low Carbon Technologies and domestic assets into flexibility markets for whole system value
- Ensuring assets within SSEN's region can provide flexibility through our network for the wider energy system, contributing to the 12GW of flexibility required to enable Clean Power 2030
- Delivering greater network efficiencies and opportunities for flexibility providers through development of further flexibility products tailored to our unique customer geography and customer base

Accelerating to deliver on evolving needs



Our joint whitepaper with Electralink demonstrated that we've enabled 368MW of flexibility to flow through our network, alongside the CP30 target of 12GW of flexibility required for system needs. We're committed to achieving our own revised target in December 2024 of 2GW within SSEN's network and increasing the volume of flexibility within the wider system. We've never used exclusivity clauses within our flexibility contracts, ensuring that all flexibility enabled on our network is able to participate in, and contribute to wider markets and system requirements. We're working with the Market Facilitator to ensure our new products continue to support wider market participation and revenue stacking for providers.

Our 'Future of Flexibility' report co-authored with the Market Facilitator in March 2025 highlighted the need for DSO's to continue to facilitate the uptake of LCT's and participation of domestic and local consumers in the flexibility marketplace. We continue to engage with our broad range of customers across diverse communities and have developed additional flexibility products that meet the needs of the system, and the customers that we serve. We're developing low-cost access products to enable the early connection of smaller non-domestic connections in congested networks and continue to drive the standards we set through HomeFlex for domestic flexibility customers; promoting fairness and inclusivity in local and national markets.

The products and services we're delivering

Increasing stakeholder engagement and participation

- Our third-party platform ElectronConnect will deliver continuous improvements throughout the year such as simpler group asset creation, API uploads and market filtering
- We'll further signpost our opportunities and implement solutions to improve the ease of participation and coordination between platforms. especially for LV assets

Co-development alongside the Market Facilitator

- We're advocating for our communities by developing products that serve our diverse geographies and customer base and improve accessibility for a broader range of flexibility providers
- We're developing these in coordination with the Market Facilitator, ensuring best practice and industry standards are implemented and enabling system wider flexibility through greater revenue stacking opportunities

Action to accelerate domestic and Local Flexibility benefits

- We continue working in partnership with Local Energy Market Alliance (LEMA) and identifying Energy Efficiency measures to accelerate the early connection of new housing with Low Carbon Technologies in congested networks through Smart Community Access Products
- We're continuing to identify further opportunities to drive greater system flexibility, meeting our diverse network needs and increasing opportunities for flexibility providers

Delivering whole system flexibility

- We'll continue to review and identify improvements to the Local Constraints Market, increasing the operational headroom data shared with the National Energy System Operator (NESO) to maximise participation
- Alongside automating our merit order system, we're improving user performance reporting functionalities in the Flexible Power platform to enable more informed decision making

By April 2026 we will:

Integrate API functionality across the ElectonConnect platform

Launch day ahead auctions alongside longer term tenders to meet system needs Issue tenders for **stability services** and conduct further trials in **Load Managed Areas**.

Deliver improvements to our internal data processing capabilities, developing new systems and automating activities where possible.

DELIVERING FLEXIBILITY

Supporting delivery of flexibility with a range of options for dispatch and coordination with electricity system operators



Our customers and stakeholders are asking us for

- Further options to accelerate connections onto the network
- Increased communication and coordination between the DSO and NESO for generation customers
- Real time standardised protocol models for data exchange between DSO and NESO



The outcomes we're targeting

- Develop operating systems that are scalable, efficient and automated to meet our Customers future needs
- Enabling a safer, more resilient network as we implement solutions to improve monitoring, data quality and accuracy, and sharing this across the industry
- · Accelerating connections through the provision of enhanced network access options
- Delivering whole system value through coordinated actions across the whole electricity system
- Increased confidence and participation through transparency of our dispatch decision making

Accelerating to deliver on evolving needs



We're anticipating increasing flexibility volumes as we move into RIIO-ED3, and there is an increasing need to coordinate flexibility with the NESO and wider industry to deliver the Clean Power 2030 ambition. Our ED2 acceleration programme has been grounded in building the capabilities required for our future system requirements, and our Systems for Flexibility (SFF) project is key to ensuring we've scalable and efficient systems that offer seamless and automated delivery of flexibility across the wider electricity system.

Elexon has been appointed as the Market Facilitator with an initial focus on standardising end-to-end processes and a vision for further market coordination. We're actively engaging with them through this transitional phase as we develop our plans and products to help drive a coordinated, efficient and flexible electricity system. We will evolve our operations as market rules and roles are defined and will continue to engage with all stakeholders to ensure we can effectively communicate the impact of any changes.

The products and services we're delivering



Coordination scheduling and operations with NESO.

- We're working in coordination with **NESO through sharing operational** and asset data, enhancing operational coordination and accelerating network connections through Technical Limits
- We're also collaborating with NESO & UKPN on **Planning and Outage** Data Exchanges (PODE) and developing a platform for the **Local** Constraints Market to enable increased coordination

Scaling our systems for Flexibility (SFF)

- We're developing the next generation of systems needed to operate flexibility services at scale; to manage access products and coordinate with wider network operations to release capacity and accelerate connections
- Our SFF system will enable operational load forecasting, simulation and evaluation and automating scheduling, dispatch and settlement processes ensuring a seamless and optimised journey for participants

Industry leading transparency of dispatch logic and reporting

 We'll further consult on our **Operational Decision Making** (ODM) and System Operability Reports (SOR) and implement these principles to automatically operate within our flexibility platforms, and proving insight throughout the year providing DER's with frequent, specific and increased insight into their

Upgrading our Active Network Management solutions

- We'll develop a Proof-of-Concept software tool through project CASCADE that can seamlessly connect the NESO control room with Grid Supply Point data on the distribution side, focusing on integrating Active Network Management (ANM) systems
- · We're updating our ANM offerings enabling greater communication between assets and systems for connecting customers

By April 2026 we will:

Implement our final ICCP link with NESO, enabling live operational data sharing between our control rooms

Implement the first phase of our **Systems** For Flexibility solution, enabling automated operational scheduling and dispatch

Expand our NeRDA data across all flexibly connected schemes and updated our ODM and SOR

forecast curtailment and

confidence in our system

operations

Upgrade our ANM system and Local ANM controllers. lowering costs to connecting customers





DATA AND INSIGHTS

Sharing data and information to enable a smarter energy system



Our customers and stakeholders are asking us for

- More customer-centric user interfaces, enhancing the ability to search and filter across datasets and greater use of visualisation tools where appropriate
- Increased engagement to help understand the data published, providing greater insight, tailored to customer needs and use-cases
- Greater learning from best practice in other countries with higher penetration of smart meter roll outs embedded into our processes



The outcomes we're targeting

- Enhanced data quality and insights, that enable customers to receive and access valuable data tailored to their specific needs
- Continuing to progress towards 100% Network visibility using this data to improve our systems and processes
- Enabling customers to make informed decisions regarding network opportunities and future usage through improved network visibility
- Ensuring customers are protected from risks through strong data security measures, and enable trusted, interoperable data sharing

Accelerating to deliver on evolving needs



Becoming more digital is essential as the future energy system will involve flexible electricity use, increased collaboration, real-time data exchange, and improved services through digital techniques like Artificial Intelligence (AI). We achieve this by prioritising customers, collaborating with partners, updating IT systems and processes, enabling our employees and reorganising our business to handle a complex network and diverse customer needs.

We're committed to providing data-driven insights, exceptional customer experiences, and supporting customers who are not digitally enabled to ensure that everyone have access to information to help them make informed decisions and enabling equitable participation in market opportunities.

Key to accelerating this digitisation is our Network Visibility and Model Management (NVMM) project, ensuring that our data and systems are future-ready, and improving the quality and accuracy of our DSO operations that utilize this information. Throughout the year we will deliver a complete as-built network model of SSEN's distribution system. We're centralizing common data sets required for planning and accelerating connections delivery processes, rationalizing our tools and methodologies making information easier to access, and supporting decision making.

The products and services we're delivering



Publishing more Open Data tailored to customers personas

Increasing the volume and quality of datasets on our **Open Data** portal across planning, markets and operational activities, detailing these on our Data Roadmap and tailoring information to customer personals through specific insights

Our Data Strategy to improve accessibility

Publishing our longer-term **Data Strategy** alongside the addition of a newsfeed, increased showcases and insights, functionality to enable stakeholders to create their own data sets and publishing our **Document Library** to provide a simple point of access for all information needs.

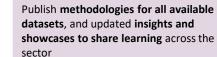
Delivering technical improvements

 Our Network Visibility Model Manager (NVMM) project will deliver capabilities which connect and manage large amounts of raw data from different sources in a single, easily accessible place, driving further consistencies and confidence in the data we use to inform our DSO functions and share with our customers

Collaborating with others and responding to customers needs

- Continuing to collaborate with Icebreaker 1 and others across the energy sector to enable trusted. interoperable data sharing
- We'll continue to hold our quarterly 'Network Insights' workshops alongside bi-annual 121's and portal feedback to gather feedback and showcase new initiatives.

By April 2026 we will:



Provide all machine-readable data sets via API, this summer increasing their accessibility

Publish the LTDS in CIM format, alongside other network models to increase transparency of network asset & capacity information

Develop a consolidated geospatial Heatmap to allow users to configure and tailor all capacity related asset data to their needs



TRANSPARENCY AND COORDINATION

Sharing data and information to enable a smarter energy system



Our customers and stakeholders are asking us for

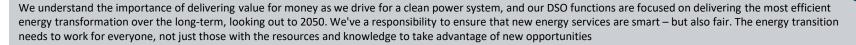
- Continued provision of 'you said, we did' summaries within publications and following engagements
- Coordination between teams and functions across SSEN to improve the overall stakeholder journey
- Continued reporting on quarterly performance against Key Performance Indicators (KPIs) and targets
- · KPI's that are aligned to benefits delivered
- Clear and coordinated points of contact for escalations



The outcomes we're targeting

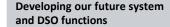
- Provide a fair and trusted service to our customers, meeting their diverse and specific needs including through the use of digital tools
- Confidence and trust in delivery of our DSO functions
- Provide additional transparency to the DSO Advisory Board so they can subject our plans and DSO governance activities to external scrutiny
- 100% of DSO Advisory Board feedback actioned
- · Conflicts of interest are mitigated and managed effectively and in line with our governance framework

Accelerating to deliver on evolving needs



We recognise the need to make our decision-making processes transparent to stakeholders, so throughout the year we will consult on and update our methodologies for avoiding conflict of interest and providing transparency in our decision making both in network planning (Distribution Network Options Assessment), flexibility (Common Evaluation Methodology and Strategic Cost benefit Analysis) and operations (Operational Decision-Making Framework). We will continue to utilise our independent DSO Advisory Board to scrutinise these frameworks and processes, providing assurance to our stakeholders on our DSO functions.

The products and services we're delivering



Throughout the year we will be developing our plans for RIIO-ED3, using our updated **Distribution Networks Options** Assessment (DNOA) and Strategic Development Plan methodologies and clarifying our future vision for flexibility to provide long term confidence in our network investments and DSO strategy.

Clarifying internal governance frameworks and processes

We'll update our Distribution Governance and Investment Framework (DGIF), clarifying roles for new activities undertaken by SSEN and providing transparency and assurance on how we're developing our RIIO-ED3 Business Plan, seeking input from stakeholders through our Autumn Series of engagements. We will publish our DSO Advisory Board agenda in advance for input ensuring stakeholders concerns are challenged effectively by the board

Mitigating potential and perceived conflict-of-interests

We'll increase transparency regarding conflict-of-Interest management, to include published registers, mitigations, and case studies. We'll test the applicability of the ENA

Conflicts of Interest & Unintended Consequences register against SSEN operations and ensure our methodology for addressing conflicts is still fit-for-purpose.

Enhancing our evaluation methodologies

We're seeking to enhance benefits to consumers and the wider system, by reviewing our evaluation methodologies, enhancing their scope and use cases to ensure efficient and economic decision making across all of our DSO functions, and automating where possible to provide further assurance.

We'll continue to publish our progress towards targets and KPI's, regularly reviewing to remain agile to the changing environment.

Our final push - by April 2026 we will:

Enhance our DNOA methodology to include HV & LV outcomes, incorporating Energy Efficiency and updated flexibility valuations

Increase publications of DSO Advisory Board activities.

Publish all actual and perceived conflicts of interest and ensure compliance with our DGIF framework. Publish our updated **DSO Benefits** Methodology and Theory of Change **framework,** alongside quarterly progress updates



OUR YEAR 3 DELIVERY TIMELINE

Key		\setminus
	Stakeholder Engagement	
	Publications	

	Q1 (Apr-Jun)		Q2 (Jul-Sep)			Q3 (Oct-Dec)			Q4 (Jan-Mar)			
Forecasting and planning future needs			SDP phase 1 release		SDP 'on a page'	SDP phase 1 for all GSP's	SDP methodology consultation launched	LA Seminars	SDP methodology update	Digitised SDP outputs		SDP phase 1 release
		DNOA update Q1 HV & LV outcomes			DNOA update Q2			DNOA update Q3			DNOA update Q4	DNOA methodology update
						'LAEP Lite' pilot			Digitised LAEP outputs - Winchester			Local Energy Strategy
		Updated HV/LV Load model	DFES pathway consultation	Feed requirem	ents into tRESP	LENZA & I&C data incorporated into DFES				tRESP output published		
Developing an inclusive flexibility marketplace	ElectronConnect: improved UI and group asset creation			ElectronConnect: FSP API release			ElectronConnect: improved UI					Refresh Flex Activity Assessment paper
		Stability tenders launched				Day ahead Procureme existing mo	ent launched alongside onth-ahead	LMA trials conclude	Voltage Index Metric developed	Trial near-term flex for Outage management		
elopin		Long term tender launch				Timed connections go-live				Ramped connections go-live		
						Long term tender launch					Long term tender launch	
Delivering network flexibility at scale			SOR publication			Refreshed SOR			SOR publication			SOR publication
				SOR & ODM engagement		ODM merit order in Flex Power		SOR & ODM	engagement			Refreshed ODM
	Systems for Flexibility Procurement Launched					Improved reporting in Flexible Power				Systems for Flexibility Phase 1 release		
		Tech Limits Tested			Capture learnings & review LCM service			ICCP links live with NESO & Op data sharing		Risk of Conflict reports for Primacy implemented	Tech Limits operational across SEPD & SHEPD	
Driving transparency through coordination and data				Data Portal –Data Classified as Shared	Open Data Roadmap & Data Portal Strategy	Detailed methodologies published		Data Dictionary published				
	Stakeholder Survey		Bi-monthly engagement		Bi-monthly engagement		Bi-monthly engagement		Bi-monthly engagement		Bi-monthly engagement	
		VES DSI pilot implemented			All Datasets enabled via API	VES DSI development		LTDS published in CIM format		Capacity Heatmaps published		
흎	Unified Network Model Baseline Output			Model Refinement								
Transparency and Coordination			Col assessment		Enhance Flex evaluation methodology	ED3 strategy development						Updated DGIF framework
		DSOAB		Publish DSOAB agenda & request form	DSOAB			DSOAB			DSOAB	
			Publish updated DSO benefits methodology		KPI 's updated -Q1		Autumn Series Engagement	KPI 's updated -Q2			KPI 's updated -Q3	