

<b>Meeting</b>	Independent Stakeholder Group	
<b>Date</b>	9 April 2026	
<b>Location</b>	111 Buckingham Palace Road, London	
<b>Attendees – Panel Members</b>		
Sharon Darcy (SD) ( <b>Chair</b> )	Tamar Bourne (TB)	
Claire Whyley (CWh) ( <b>Vice Chair</b> )	Barry Coughlan (BC)	
Chris Watts (CW)	Andrew McMunnigall (AM)	
Barbara Whiting (BW)	Keith Gardner (KG)	
Fayza Benlamkaden (FB)		
<b>Attendees – SSEN, Distribution</b>		
Hollie Wilson (HW), Stakeholder Engagement Manager, SSEN Distribution	Louis Waters (LW), Head of IT Transformation, SSEN Distribution (Partial Attendee)	
Lyndsey Stainton (LS), Head of Stakeholder Engagement, SSEN Distribution	Rose Tresidder (RT), Senior Regulation Manager, SSEN Distribution (Partial Attendee)	
Clothilde Cantegreil (CC), Head of Strategy, SSEN Distribution (Partial Attendee)	Jack Ambler (JA), Regulation Manager, SSEN Distribution (Partial Attendee)	
Michael Ricketts (MR), Head of Data and Analytics, SSEN Distribution	Emma Merritt (EM), Customer Vulnerability and Communities Lead, SSEN Distribution	
Jamie Dickson (JD), Data Strategy and Commercial Lead, SSEN Distribution	Troy Fisher (TF), Customer Service & Experience Design Lead, SSEN Distribution	
Carolyn Delehanty (CD), Chair of the Inclusive Service Panel, Independent attendee (Partial Attendee)		

## Minutes

Item No.	Agenda Item
1.	<b>Welcome and Introductions – Sharon Darcy</b>
2.	<p><b>ED3 Workstream 8 – Technology, Data and Digital</b></p> <p>SSEN set out its emerging approach to technology, data and digital as a core system capability underpinning delivery of ED3 outcomes. The discussion focused on the role of digital in enabling a more flexible, efficient and resilient electricity network, and its importance as a cross-cutting enabler rather than a standalone function.</p> <p>The ISG discussed the clarity of the evolving digital strategy, including the articulation of strategic objectives and how digital investment supports long-term system needs. Members emphasised the importance of visibly embedding cyber security, resilience and customer trust within the overall narrative.</p>

	<p>Affordability and intergenerational fairness were discussed in the context of digital investment. ISG members highlighted the need for transparency around prioritisation, customer value and long-term cost impacts, and the balance between near-term investment and future benefits.</p> <p>The session also explored how digital, automation and data sharing can improve customer experience, particularly for customers in vulnerable situations. Members welcomed the focus on improving information flow, operational efficiency and targeted support, while stressing the importance of inclusion, transparency and maintaining human interaction.</p> <p>The ISG discussed progress on data sharing and interoperability, including the development of a trusted data ecosystem. Members reflected on the value of learning from other sectors and distribution network operators, and the importance of clear, accessible use-cases to demonstrate customer and stakeholder benefit.</p>
3.	<p><b>ED3 Workstream 4: Customer and Vulnerability</b></p> <p>SSEN presented its emerging vulnerability strategy, structured around improving support for Priority Services Register customers, addressing fuel poverty, and enabling vulnerable customers to participate in the low-carbon transition. Members welcomed the long-term focus and the intent for the strategy to extend beyond ED3.</p> <p>The ISG discussed insights from stakeholder engagement, including the value of proactive, preventative approaches and partnership working. Members emphasised the importance of transparency in how engagement insights are used to inform decision-making and commitments.</p> <p>Priority Services Register development was discussed, including the need for clearer customer understanding of available support and service expectations. The ISG highlighted the importance of consistency, accessibility and collaboration with partners.</p> <p>The session also covered digital exclusion and increasing dependency on digital and telecommunications infrastructure. Members stressed the importance of ensuring resilience and inclusive support for customers who may not be able to rely on digital channels.</p> <p>Broader discussion focused on partnership models, local delivery and the importance of clearly articulating outcomes and impact. ISG members emphasised the need for clarity on roles, responsibilities and how SSEN Distribution will work with partners to deliver meaningful outcomes for customers in vulnerable circumstances.</p>
7.	<p><b>A.O.B – All</b></p> <p>The Chair summarised the key themes emerging from the day, including the importance of clarity, transparency and evidence in articulating ED3 proposals.</p>