



RELATIONSHIPS BETWEEN OUR STRATEGIC STAKEHOLDER GROUPS

SSEN Distribution operates three independent stakeholder groups, each with distinct focuses but similar structures, to provide scrutiny, guidance, and challenge across different areas of the business. The chairs of these groups meet regularly and interact to ensure cohesive oversight and information sharing. All three groups are independently Chaired and have independent members. Each group also has defined Terms of Reference and meets on a regular basis to provide scrutiny, challenge and insights.

The role of each stakeholder group

Independent Stakeholder Group (ISG)

The ISG meets monthly.

Acting independently, the purpose of the ISG is:

- So far as possible, to act in the interests of stakeholders and customers by independently scrutinising, critically questioning, raising issues and reviewing recommendations on key decisions, including ED3 business planning.
- To discuss and provide strategic input to long term priorities and emerging issues, in conjunction with the business, ensuring a seamless transition into ED3.
- To continuously scrutinise how effectively stakeholder and customer engagement has influenced business decisions, plans, and priorities including the extent to which SSEN Distribution can evidence how stakeholder input has shaped its ED3 business plan and ongoing operations.
- As requested, respond to requests from Ofgem regarding the work of the group.
- Encourage a culture of continuous engagement with stakeholders.

The full Terms of Reference; Group membership; future meeting dates; and minutes of meetings held can be found here - [Independent Stakeholder Group \(ISG\) - SSEN](#)

DSO Advisory Board (DSO AB)

The DSO AB meets on a quarterly basis.

The purpose of the DSO Advisory Board is to perform independent customer focussed scrutiny and challenge, critically assuring methodologies, decisions and approaches, and associated levels of transparency, which underpin the four primary objectives at the heart of SSEN's DSO strategy:

1. Forecasting and planning future needs
2. Developing an inclusive flexibility marketplace
3. Delivering network flexibility at scale
4. Driving transparency and coordination

By doing so the DSO Advisory Board will build customer trust in the performance and integrity of SSEN's DSO activities and accelerate the transition of the whole energy system to net zero.

Inclusive Service Panel (ISP)



The ISP meets on a quarterly basis.

The purpose of the Inclusive Service Panel (ISP) is to provide independent oversight and guidance to:

1. Support us to fulfil our potential in supporting our vulnerable customers
2. Challenge our plans and activities
3. Influence Ofgem on the role of Distribution Network Operators for vulnerable customers

Working together

Collaboration and Interaction

To maximise the opportunity that is presented by having these Groups, it has been agreed that the groups will interact in the following ways:

- Chairs of each group meet quarterly to share updates, discuss key issues, and coordinate upcoming topics.
- Chairs will disseminate key information to the groups via a common slide deck, ensuring consistent communication across each of the groups.
- While there are no overlapping memberships, Chairs and relevant members may be invited to participate in each other's sessions when appropriate.

Assuring the ED3 Business Plan

- Both the DSO AB and ISP will provide assurance to the ISG regarding the depth, breadth, and effectiveness of stakeholder engagement in their respective areas. This should also include assurance that insights gathered from the stakeholder engagement have been acted upon appropriately.
- Each of the groups will produce an annual report which includes information relating to the levels, and effectiveness of, stakeholder engagement in each area. These reports will be published and will aid transparency in this area.
- Closed sessions with the ISG and the DSO AB and ISP will be held to gather, and review, feedback relating to SSEN's engagement practices, which will help to inform the ISG's views on the level of stakeholder engagement, and the way in which insights have been used, as they conduct their work in relation to assurance of the ED3 business plan.