ED3 TARGETED CUSTOMER STORM SUPPORT STRATEGY

ED3-S07

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1. EXECUTIVE SUMMARY

Our plan

Prolonged storm-related power cuts can leave communities without communications, local services or accessible welfare. Our Targeted Customer Storm Support Strategy combines individual assistance with locally developed resilience plans, strengthening support before, during and after severe weather.

Our proposed [redacted] of additional ED3 funding will extend our Welfare Framework through four outputs and one metric, separate from our (ED3-S06) Vulnerability Strategy funding request. We will make support clearer for all domestic customers, prioritise communities with the greatest needs and build local capacity to respond.

Our commitments

We will continue our Welfare Framework and resilience partnerships and deliver:

- **Storm-specific Service Standards** by 2030, with provision for all domestic customers, streamlined escalation and welfare visits by us or resilience partners for our most critical customers after more than 24 hours without power. We will test standards with customers and review them at least annually.
- **Smart Uninterruptible Power Supply (UPS) devices for at least 1,300 customers**, keeping communication equipment powered for eligible customers without alternative provision.
- **At least 10 in-person post-storm community events annually**, using customer experience to improve welfare and communications and explain local repairs and resilience work.
- **A Customer Vulnerability Storm Index (CVSI) to reduce welfare mobilisation to one hour**, combining fault history, prediction modelling, customer and socio-economic data to prioritise communities and interventions. The target concerns mobilisation, not arrival within one hour.
- **Resilience hubs and plans supporting at least 100 communities by 2033**, proactively targeting at-risk locations and prioritising communities not previously funded, with volunteer training, equipment and resilience exercises.

Investment required and supporting evidence

The [redacted] headline request covers preparedness, welfare, batteries, communication back-up and community resilience. The funding schedule identifies the following components:

Table 1.1 Investment required

Funding component	Sum of annual entries	BPDT/IDP
Preparation and proactive planning	[redacted]	M4 – Vulnerability Deliverables
Support for medically dependent consumers	[redacted]	(DIGI-01-02) SSEN_ED3_DIGI_01-02_Customer Vulnerability
Community support and wider welfare	[redacted]	M4 – Vulnerability Deliverables
Collaboration with utilities and organisations	[redacted]	M4 – Vulnerability Deliverables

Why intervention is required

Only 41% of our stakeholders we engaged with felt well informed during their last major power cut; 65% valued restoration information and almost 90% supported defined storm standards. Rural respondents perceived that welfare favours populated areas, while damaged roads and telecommunications can restrict access to support. The Inclusive Service Panel and resilience partners called for locally developed plans alongside individual assistance; almost 89% of respondents considered resilience hubs helpful or very helpful. We will therefore move beyond an application-led grant model to identify at-risk communities proactively, while retaining targeted personal support.

Our ED2 track record

During Storm Éowyn, more than 92,000 customers experienced power cuts, including in rural Argyll and Bute. We and our partners supplied over 7,000 meals and issued 58 E-vouchers, alongside meal reimbursement. ED2 established dedicated welfare teams, trained Customer and Community Advisors, battery back-up support and our Resilience Portal, which shows available welfare provision. Lessons from Éowyn changed how we engage local businesses and communities. These are practical delivery foundations for ED3, rather than evidence that every new volume is already assured.

Deliverability of our ED3 plan

We will use trained colleagues, local businesses, charities, local authorities and Local Resilience Forums and Partnerships across both licence areas. Our collaboration commitments include at least two resource-sharing activities with distribution network operators or utilities, a bespoke resilience event in each licence area by the end of Year 2 and at least two post-storm partner reviews. Scalable response plans, the Resilience Portal and the proposed CVSI will support deployment. The strategy does not yet quantify staffing, supplier capacity, annual UPS and hub volumes or measurement rules for the one-hour target; these remain necessary to substantiate full delivery capacity.

Table 1.2 Delivery risk and mitigation

Key delivery risk	Mitigation in the strategy
Concurrent storms stretch people and welfare resources	Focus on scalable response plans, effectiveness of impact amplified through local partnerships and cross-network resource sharing.
Road damage and isolation delay rural support	Delivery of support through local resilience hubs, development of community plans which account for potential secondary infrastructure impacts, trained volunteers and pre-storm exercises.
Communications disruption and incomplete prioritisation data	UPS devices and multi-channel communications; CVSI and the Resilience Portal support targeting, dependent on usable data.

Accountability and value for customers

Annual standards reviews and post-storm customer and partner events will inform improvements. Customers will have clearer support commitments, powered communication equipment and welfare prioritised by need; communities will gain local plans, facilities and trained volunteers. Our support partners will gain better visibility of support needs and opportunities to coordinate resources. The social-return assessment has demonstrated a project Social Value return of £3.6m in wider benefits for customers and communities. Our £10.15m proposition builds on ED2 operational experience; reconciled costs and quantified capacity evidence are still required to demonstrate the full investment case.

Our ED3 commitments supported by this strategy

	ED3 Commitment	Metric
Ensuring a responsible and sustainable business		
We will increase our support for customers when they need us most	**We will strengthen support for vulnerable customers by tripling fuel poverty support and expanding our industry-leading battery programme to reach a further 10,000 households, extending eligibility to include those with complex medical needs, like medical beds, who need additional support during a power cut by the end of ED3**	Proactively support a minimum of 100 communities to increase their resilience by 2033 through the introduction of resilience hubs and plans.

2. CONSUMER RESEARCH AND STAKEHOLDER ENGAGEMENT

Table 2.1 Outputs summary

Outputs Summary: Detailed below are outputs relating to Storm Support				
Output	**Output type**	**RIIO-ED2 target**	**Licence Area**	**Cost in baseline plan**
Supporting customers during storms	SSEN Aim Output	We will introduce a set of storm specific Priority Service Standards by 2030 outlining what support customs will receive, with provisions in place for all domestic customers.	SHEPD	[redacted]
			SEPD	[redacted]
Communication Support	SSEN Aim Output	We will provide a minimum of 1,300 customers with a smart UPS device to keep their communication devices powered	SHEPD	[redacted]
			SEPD	[redacted]
Community engagement	SSEN Aim Output	We will engage with local communities after storms, hosting a minimum of 10 in-person events each year to understand what support was beneficial and identify new and emerging gaps in the support offered.	SHEPD	[redacted]
			SEPD	[redacted]
Customer Vulnerability Storm Index	SSEN Aim Output	We will implement a Customer Vulnerability Storm Index to better identify customers and communities who need additional support during a storm, reducing the amount of time to mobilise welfare to 1 hour.	SHEPD	[redacted]
			SEPD	[redacted]
Community Resilience	SSEN Aim Metric	We will proactively support a minimum of 100 communities to increase their resilience by 2033 through the introduction of resilience hubs and plans.	SHEPD	[redacted]
			SEPD	[redacted]

LO: licence obligation; PCD: price control deliverable; ODI: output delivery incentive (F: Financial, R: Reputational), SSEN Aim: company goal

2.1 OUR RESEARCH AND STAKEHOLDER ENGAGEMENT

In the development of our Targeted Customer Storm Support Strategy (TCSSS), we have engaged broadly with stakeholders from across all stakeholder groups as set out in our (ED3-BP01) Business Plan Main Document, including customers; consumers; partners and enablers; policy makers and influencers; other supply chain; wider industry and supply chain; and communities and local decision makers

Table 2.2 Summary of stakeholder feedback and how this has informed our strategy

Policy Area	Stakeholder Groups	Summary Feedback	Impact on Business Plan
Support for customers in vulnerable circumstances during power cuts and Priority Services Register	Charities, Consumer Groups, Customers in Vulnerable Circumstances, DNOs, GDNs, Community Councils, Community Interest Groups, Inclusive Service Panel, Citizens Advice, National Energy Action, Healthcare, Local Authorities, Partners	**Needs and barriers:** Vulnerability is dynamic, especially during a storm. Digital exclusion, remote communities and medically dependent customers were highlighted as priority concerns. Access to communications, especially for those in more rural areas, with poor signal, was also highlighted **Stakeholder expectations:** Stakeholders want tailored storm specific service standards to increase transparency of support, with performance metrics associated. **Evidence source:** Service Based PSR Think Tank; Citizens Advice Lights Out report; Inclusive Service Panel; Resilience Webinar, Resilience Survey, partner feedback.	**Plan response:** The strategy includes provisions for smart UPS devices to keep communication channels open for customers alongside storm specific service standards. With standards communicated to customers in advance of storms. **Customer outcome:** PSR customers receive clearer, more trusted and more tailored support, improving satisfaction and confidence in available services.
Wider customer and community support	Charities, Consumer Groups, Customers in Vulnerable Circumstances, DNOs, GDNs, Community Councils, Community Interest Groups, Inclusive Service Panel, Citizens Advice, National Energy	**Needs and barriers:** During a storm, any customer could find their themselves in a vulnerable situation due to length of the power cut and their proximity to essential services. **Stakeholder expectations:** Our storm support should extend beyond out priority services to all domestic customers, working with communities to support customers. **Evidence source:** Consumer priorities research; Inclusive Service Panel; Customer	**Plan response:** ED3 plan includes support for all customers, albeit with prioritisation in place for Priority Service customers, including those medically dependent on supply. **Customer outcome:** Transparency of support available to customers, with clear service standards, improving satisfaction and confidence

Policy Area	Stakeholder Groups	Summary Feedback	Impact on Business Plan
	Action, Healthcare, Local Authorities, Partners	Service and AI Think Tank; Resilience Webinar partner feedback.	
Community Engagement	Charities, Consumer Groups, Customers in Vulnerable Circumstances, DNOs, GDNs, Community Councils, Community Interest Groups, Inclusive Service Panel, Citizens Advice, National Energy Action, Healthcare, Local Authorities, Partners	**Needs and barriers:** Stakeholders told us we should not do this in isolation and work with communities to empower them to support themselves. Engaging with communities to create and test resilience plans alongside lessons learned should be carried out throughout the year. **Stakeholder expectations:** Supporting communities to create resilience plans and set up resilience hubs which can be used by the communities, ensuring every community is receiving equal access to services **Evidence source:** Service Based PSR Think Tank; Citizens Advice Lights Out report; Inclusive Service Panel; Resilience Webinar, Resilience Survey, partner feedback.	**Plan response:** Metric to create new, or enhance existing resilience hubs and plans, with 100 communities being supported across ED3. **Customer outcome:** Communities empowered to support their residents during a storm, ensuring more communities supported.
Equality of access	Charities, Consumer Groups, Customers in Vulnerable Circumstances, DNOs, GDNs, Community Councils, Community Interest Groups, Inclusive Service Panel, Citizens Advice, National Energy Action, Healthcare, Local Authorities, Partners	**Needs and barriers:** Stakeholders want a more transparent method for prioritising welfare locations. Customers in rural areas believe more populated and urban areas are prioritised for welfare support due to the number of customers off supply. **Stakeholder expectations:** Transparency over where support is located and rationale for prioritisation. **Evidence source:** Consumer priorities research; Inclusive Service Panel; Customer Service and AI Think Tank; Resilience Webinar partner feedback.	**Plan response:** Commit to developing and implementing a Customer Vulnerability Storm Index, using network and customer data to prioritise faults for welfare support, **Customer outcome:** Transparency over welfare support and locations, reduction in time taken to mobilise welfare.

2.2 USING CUSTOMER PERSONAS TO SHAPE OUR TCSSS STRATEGY

We have used customer personas to better understand the diverse needs of customers who may experience vulnerability and the challenges they face when engaging with our services. By mapping customer journeys against these personas, we identified barriers, risks and support needs that have directly shaped our ED3 commitment to supporting our customers in named storms.

For example, personas representing customers dependent on electricity for medical equipment informed our focus on targeted storm support, Priority Service Register (PSR) growth and enhanced resilience planning. Older customers and those with low digital confidence highlighted the need for accessible, multi-channel communications, and Personas reflecting those living in remote and rural communities influenced our commitment to further develop community resilience and local authority collaboration.

This approach ensures our ED3 TCSSS is customer-led, inclusive and focused on delivering the breadth and depth of support to the right customers at the right time.

3. OUR DELIVERABLES, OUTCOMES, BENEFITS, AND VALUE TO CONSUMERS

As a DNO, we have a vital role to support customers and communities during power cuts, working with Local Resilience Forums (LRFs) and Partners (LRPs) to plan for, respond to and learn from each storm event. Creating a fair future for all customers means recognising that some customers require additional support during power cuts. Storm welfare has been a particular area of strength for us throughout RIIO-ED2 and is an area where we have continually enhanced our capability through investment, learning and partnership working.

Building on lessons from Storm Arwen and subsequent events, we have introduced dedicated welfare teams, expanded resilience partnerships, enhanced support for medically dependent customers through battery back-up solutions, introduced E-vouchers and launched our Resilience Portal to provide real-time visibility of welfare support. This strong and consistently improving ED2 track record provides confidence that our ED3 storm welfare commitments are credible and that we will continue to deliver targeted, inclusive and effective support for customers when they need us most.

Case Study – Storm Eowyn, our support in action

Storm Éowyn was described by the Met Office as "the strongest storm in a decade" and caused some of the worst damage parts of our network have seen in many years, particularly across Argyll and Bute. With over 92,000 customers experiencing a power cut, in some of Scotland's most rural areas, collaboration with partners and communities was essential to getting support to those who needed it. Across the storm, over 7,000 meals were served through mobile catering units and local businesses and 58 E-vouchers issued alongside our meal reimbursement process. Taking lessons learned from Storm Éowyn, we introduced a new process for managing local businesses to provide welfare as well as how we approach community engagement before, during and after a storm.

3.1 AREAS WHERE WE CAN GO FURTHER

Customer and Community Resilience

- As the frequency and severity of storm events continue to rise, a growing number of customers and communities are at risk of experiencing prolonged power cuts. Building resilience before, during, and after these events is becoming increasingly important. Ensuring customers have access to timely information, practical advice, and appropriate support can help them better prepare for disruptions, reduce impacts during cuts, and recover more quickly once power is restored.
- A key challenge is strengthening community resilience, particularly in areas that are most exposed to severe weather and extended power cuts. Many vulnerable communities lack the local resources, preparedness measures, and coordinated response arrangements needed to effectively support residents during storm events. This can disproportionately affect customers in vulnerable circumstances, including those who are medically dependent on electricity, socially isolated, or living in rural and remote locations. As each community faces unique risks and circumstances, resilience planning must be tailored to local needs. Stakeholders and customers have consistently emphasised the importance of a collaborative approach, with DNOs working alongside communities to co-develop resilience plans that reflect local priorities, capabilities, and challenges.

Communication

- During storms, DNOs face significant communication challenges due to high volumes of customer enquiries, rapidly changing network conditions, and potential failures of telecommunications infrastructure. Keeping customers informed about power cuts, restoration times, and safety risks becomes difficult when thousands of incidents occur simultaneously. Effective communication is critical to maintaining customer trust, managing expectations, and supporting customers in vulnerable circumstances, requiring DNOs to use multiple channels such as website updates, social media, SMS alerts, and contact centres to deliver timely and accurate information.

Support availability and awareness

- Providing welfare support in rural areas during storm events presents a significant challenge. Severe weather can damage transport routes, flood roads, and disrupt communications infrastructure, making it difficult to reach isolated communities and customers in vulnerable circumstances when they need assistance most. Customers who are medically dependent on electricity, socially isolated, or have limited access to alternative support services may face increased risks during prolonged power cuts. Stakeholders told us ensuring appropriate welfare support requires strong partnerships with local authorities, emergency responders, community organisations, and resilience groups to coordinate the provision of welfare. Strengthening local resilience arrangements before storms occur is therefore essential to improving outcomes for rural communities during major weather events.
- During multi-agency response events, different support and advice can be provided, which can lead to confusion and lead to panic amongst some customers. Transparency of what support is available and from what source is vital to safeguarding customer welfare during storms, with this information being available before the event starts.

Rurality and Urbanity

- Rural and urban communities face different challenges during storms, creating unique demands for our response and recovery efforts. In rural areas, customers are often served by longer overhead networks that are more exposed to high winds, falling trees, and difficult terrain. Access for repair teams can be delayed by flooding, snow, or remote locations, leading to longer restoration times. Rural communities may also have fewer local services and welfare facilities available. In urban areas, network restoration can be faster due to shorter circuits and better access, but higher population density means power cuts can affect large numbers of customers, critical infrastructure, transport networks, and vulnerable residents simultaneously.

3.2 OUR DELIVERABLES

Based on the challenges identified above, our strategy supports a wider business commitment and is under pinned by 1 metric and 4 outputs.

Commitment title	Commitment
We will increase our support for customers when they need us most	We will strengthen support for vulnerable customers by tripling fuel poverty support and expanding our industry-leading battery programme to reach a further 10,000 households, extending eligibility to include those with complex medical needs, like medical beds, who need additional support during a power cut by the end of ED3.

Our existing processes, such as our Welfare Framework and engagement with resilience groups, will continue throughout ED3. We will enhance our response to storms through the implementation of 1 new metric and 4 new outputs which will provide support to customers and communities across our network.

Our deliverables are aligned to the following themes:

- Preparation and proactive planning;
- Communication;
- Community support;
- Direct support/interventions for medically dependent customers;
- Wider customer welfare;
- Collaboration with other utilities/organisations;
- Data sharing and improvement.

Output	We will introduce a set of storm specific Service Standards by 2030 outlining what support customers will receive, with provisions in place for all domestic customers.
Theme	Preparation and proactive planning; Communication; Community support; Direct support/interventions for medically dependent customers; Wider customer welfare.

In addition to the set of Service Standards which have been outlined our (ED3-S06) Vulnerability strategy, we will introduce a set of storm specific standards to ensure we provide a high level of service to our Priority Service Customers during named storms. We proposed this Ofgem as one of our Business Plan Incentive Early Proposals, advocating for common Storm Service Standards to be developed and apply across the DNOs. Whilst a common industry approach has not yet been taken forward, we remain committed to implementing these standards within our licence areas, demonstrating the benefits they can delivery for customers during severe weather events. We will continue to work with the other DNOs to share our experience and learning from the implementation of Storm Service Standards and support opportunities for greater alignment across the sector.

Our Storm specific Service Standards will be developed by 2030 using learnings from the Storm Arwen review and subsequent storms, tested with customers and stakeholders and embedded over the remainder of the ED3 period. As each storm brings new scenarios and challenges, we will ensure these are reviewed at least annually to test and implement any proposed changes. These standards will include a streamlined escalation process for customers needing immediate support, and welfare visits for our most critical customers from us or a resilience partner when a power cuts lasts more than 24 hours.

As we implement the standards, customers will be able to opt-in or out of different levels to ensure the service meets their need, allowing them to tailor the service they receive. We will ensure there are processes in place to support customers who have opted out of services but find they need them during a storm.

Our online survey reinforced the need for clearer service commitments during storm events. Almost 90% of respondents said that a defined set of storm service standards would be helpful or very helpful, while 65% identified knowing when power is likely to be restored as one of the most valuable forms of support during a prolonged outage. The standards will provide greater transparency about the support customers can expect before, during and after major storm events, building confidence that meaningful assistance will be available when it is needed most.

Output	We will provide a minimum of 1,300 customers with a smart UPS device to keep their communication devices powered
Focus Area	Preparation and proactive planning; Communication; Direct support/interventions for medically dependent customers.

Communication during a storm is a priority for customers. With the Public Switched Telephone Network switch off due to complete at the end of January 2027, the Storm Service Standards will also provide for customers who are in poor connectivity areas, can't use telephones for voice calls or have difficulty accessing digital platforms. In addition to this, providing smart Uninterruptible Power Systems (UPS) to customers who do not have alternative power or communication methods will ensure these customers can stay in contact with us or emergency services during storms.

These units will be available for customers who are medically dependent on supply and have not been provided with a personal battery back-up previously.

Output	We will engage with local communities after storms, hosting a minimum of 10 in-person events each year to understand what support was beneficial and identify new and emerging gaps in the support offered.
Focus Area	Preparation and proactive planning; Communication; Community support; Wider customer welfare; Collaboration with other utilities/organisations; Data sharing and improvement.

Engaging with customers and communities after a storm is integral to our continuous improvement process. We will host a minimum of 10 in-person engagements each year to understand what support was provided, and how this can be improved for future storms. These engagements will include providing an update on any repair work which was carried out in the area and what we are doing to improve the resilience of the network.

Feedback from customers highlighted the importance of learning from lived experiences to improve future storm responses. While 84% of respondents believe storm-related power cuts will become more challenging over the next decade, only 41% felt well informed during their last major power cut. These post-storm engagement events will help

us understand where gaps remain, identify emerging customer needs and continuously improve our communication and welfare arrangements.

Output	We will implement a Customer Vulnerability Storm Index to better identify customers and communities who need additional support during a storm, reducing the amount of time to mobilise welfare to 1 hour.
Focus Area	Preparation and proactive planning; Communication; Community support; Direct support/interventions for medically dependent customers; Wider customer welfare; Collaboration with other utilities/organisations; Data sharing and improvement.

Providing welfare through mobile catering vans and local businesses is now an embedded part of our storm processes. With the introduction of our Resilience Portal, we have greater visibility of where welfare facilities are located whilst giving customers greater visibility of where they can access support. To improve this process, we will introduce a Customer Vulnerability Storm Index (CVSI) which will utilise AI and machine learning to help us mobilise welfare to impacted communities quicker.

Taking SSEN data, including fault history, customer data (including PSR data), and fault prediction modelling and combining this with socio-economic data, the index will prioritise communities which need support first. This will include identifying what type of welfare will be needed, such as mobile catering units, additional resource to carry out home visits, or where we may need to deploy battery packs or mobile generation. We will also look to include data which indicates customer resilience, including those who have received a personal battery pack.

The CVSI will also be used to identify where we are able to share resources with other DNOs to ensure customers are getting the support they need. This could include welfare resources such as mobile catering or Customer and Community Advisors who can provide door-to-door support for customers.

Survey findings demonstrated the importance of targeting support quickly and effectively. Respondents identified backup power facilities (66%), welfare support for customers in vulnerable circumstances (39%) and community support arrangements (42%) as valuable forms of assistance during prolonged power cuts. The CVSI will help us identify those communities most likely to require these interventions, allowing us to deploy support more quickly and efficiently during storm events.

Metric	We will proactively support a minimum of 100 communities to increase their resilience by 2033 through the introduction of resilience hubs and plans.
Focus Area	Preparation and proactive planning; Communication; Community support; Wider customer welfare; Collaboration with other utilities/organisations; Data sharing and improvement.

We have provided funding to resilience groups to support Resilience hubs across our licence areas for a number of years. Historically this has been dependent on communities applying for funding through our community funding programmes. Whilst we do prioritise funding for communities who have been impacted by storms, we recognise more can be done to support communities, especially those in our rural and island communities. Using data and analytics we will identify communities who would be most at-risk during storms and proactively offer support to create Community Resilience Plans to support customers, with a focus on customers who are medically dependent on supply. Communities who have not previously received funding from SSEN will be prioritised, with 100 Resilience Hubs to be set up by the end of ED3. Where Resilience hubs are in place in at risk areas, funding and support could be utilised for training of volunteers or equipment, such as flood barriers.

These hubs will provide education throughout the year to customers and will be used to run resilience exercises to test their, and our, storm plans.

Customers and stakeholders expressed strong support for community-based resilience measures. Community resilience planning was identified as a priority by 37% of survey respondents, while almost 89% said that community resilience hubs would be a helpful or very helpful way of supporting communities during prolonged power cuts. Respondents also viewed resilience as a shared responsibility, with almost 45% believing that community hubs should be delivered through collaboration between electricity networks, local authorities and community groups. These insights support our output to work proactively with communities to strengthen local preparedness and response capabilities.

3.3 DELIVERABILITY

To achieve the customer outcomes that have been outlined, we must ensure that we have the capability, capacity, and resources required to deliver them effectively during named storms. Our approach is built on a combination of dedicated people, established partnerships, and targeted investment in both operational and digital capabilities.

Delivery is underpinned by our own trained colleagues, including Customer and Community Advisors, who provide direct support to customers before, during, and after severe weather events. This capability is supplemented through established relationships with resilience partners, local authorities, and supporting agencies, alongside collaborations with charities and community organisations across both of our license areas that help extend our reach to customers in vulnerable circumstances.

In addition, we continue to invest in innovative digital solutions that enhance our operational effectiveness. Tools such as our CVSI enable us to rapidly identify, prioritise, and support customers who are most likely to be affected by a storm, ensuring that available resources are deployed where they are needed most.

The delivery of this strategy is supported by dedicated funding, clear governance arrangements, and scalable response plans that allow resources to be increased in line with the severity and duration of an event. Together, these capabilities provide confidence that we can deliver the outputs set out within our storm strategy and continue to meet customer needs during major weather-related incidents.

3.4 SROI METHODOLOGY

Social Return on Investment, a framework to measure and value the wider social, environment and economic outcomes created by a programme, was used to assess our outputs. This ensures our strategy will drive value for customers and communities. All outputs were assessed against the Social Return on Investment (SROI) rulebook, updated across August – October 2026 for ED3.

Table 3.1 table details the projected, cumulative Net Present Value and SROI across our TCSSS outputs, based on the total funding request in ED3.

Table 3.1: NPV and SROI

	2028	2029	2030	2031	2032
Projected Net Present Value	-£0.34m	-£0.13m	£0.64m	£1.91m	£3.63m
Project Social Return on Investment	-£0.11	-£0.02	£0.07	£0.16	£0.26

4. COLLABORATION

To ensure customers in vulnerable situations receive the best possible support during storms, we will work with DNOs, utilities and resilience partners to deliver coordinated support before, during and after severe weather events, strengthening collaboration and improving customer outcomes.

Post Weather Event Townhalls

Working with resilience forums, local authorities, utilities and SEPA where relevant, we will host post-storm community townhalls to gather customer feedback and identify improvements for future storm response.

National Preparedness Campaign

We will work with DNOs, utilities and resilience partners to deliver a joint storm preparedness campaign, providing clear, consistent advice to improve awareness and community resilience.

Resource Sharing

We will work with DNOs, utilities and partner organisations to coordinate resources, expertise and welfare support during severe weather events. Where appropriate, we will share resources with other DNOs to support customers affected by cross-border disruptions, helping to strengthen resilience and improve outcomes during major incidents.

CVSI and Resilience Portal data sharing

During major weather events, we will share insights from our Customer Vulnerability Storm Index (CVSI) with other DNOs to help identify cross-border risks and expand access to our Resilience Portal to improve visibility of welfare support across the UK. This will enable greater coordination between network operators and support for customers.

Local Authority Resilience Plans

As part of our Local Authority Energy Action Plans, we will support local resilience by sharing good practice and expertise, helping to identify vulnerable communities and strengthen preparedness, response and recovery planning.

Local Resilience Forums

We will work with Local Resilience Forums (LRFs) and Local Resilience Partnerships (LRPs) throughout named storms to strengthen multi-agency coordination and, by the end of Year 2, host a resilience event focused on vulnerability and storm response. By bringing partners together we can share learning, explore lessons learned and identify best practice.

Extended Partnership and Collaboration Programme

Following significant weather events affecting multiple licence areas, DNOs and resilience partners will review lessons learned and opportunities to strengthen cross-network coordination.

Local Resilience Hubs – supporting local networks

SSEN will support regional Local Resilience Hub networks through collaboration, resource sharing and preparedness activities to strengthen community resilience and support vulnerable communities.

ED3 Collaboration Focus Areas

Table 4.1 ED3 Collaboration Focus Areas

Focus Area	ED3 Deliverable
Townhalls	Host a minimum of 10 Townhalls in storm affected communities annually
Resource sharing	Develop at least 2 resource sharing activities with other DNO's or other utilities to support customers in vulnerable circumstances during or after a storm
Local Resilience Forums	Host at least 1 bespoke resilience event per license area focused on vulnerability and storm response, bringing together LRFs, LRPs and key partners.
Post storm review events	Host at least 2 post storm review events bringing together key stakeholders such as resilience partners, DNO's, utilities, and organisations such as British Red Cross and MERT to share best practises in supporting customers in vulnerable circumstances through storms.

5. OUR FUNDING REQUEST

To meet the needs of our customers and communities during storms, we are requesting ED3 funding of [redacted] in addition to our funding request submitted as part of our (ED3-S06) Vulnerability Strategy. This funding will provide support for customers through the provision of welfare, setting up new and enhancing existing resilience hubs, provide additional batteries for customer use during storms and provide a minimum of 1,300 customers who are not eligible for a battery back-up with a smart UPS device to keep communication channels open with SSEN and other emergency services.

The funding request submitted for ED3 will drive additional value to customers and communities through a projected end of ED3 Net Present Value return of £3.63m and a Social Return on Investment of £0.26.

Table 5.1 Annual investment required

	Licence Area	2028	2029	2030	2031	2032	BPDT / IDP
Cost associated with the preparation and proactive planning of storm support	SHEPD	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	M4 – Vulnerability Deliverables
	SEPD	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
Cost associated with the support of medically dependent consumers	SHEPD	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	(DIGI-01-02) SSEN_ED3_DIGI_01-02_Customer Vulnerability
	SEPD	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
Cost associated with community support and wider consumer welfare	SHEPD	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	M4 – Vulnerability Deliverables
	SEPD	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
Cost associated with collaboration activities with other utilities/organisations	SHEPD	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	M4 – Vulnerability Deliverables
	SEPD	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	
Total		[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	M4 – Vulnerability Deliverables