



CROSS-SECTOR INFRASTRUCTURE REPORT 2020/21

Working near our infrastructure



Scottish & Southern
Electricity Networks

Powering our
community



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ABOUT SSEN

Who we are and what we do.

Scottish and Southern Electricity Networks (SSEN) is the trading name of the two Distribution and one Transmission businesses that form part of the FTSE-50 energy company, SSE.

This report focuses on the two Distribution businesses, Scottish Hydro Electric Power Distribution plc (SHEPD), that operates to the north of the central belt of Scotland, and Southern Electric Power Distribution plc (SEPD) that operates in central southern England, as shown on the map opposite.

Together, these networks serve almost 3.9 million homes and businesses, from the bustle of west London to the smallest villages in the highlands and islands of Scotland.

Our primary focus is to 'provide a safe and reliable supply' by investing in and maintaining the systems of overhead lines, underground and subsea cables that transport electricity to homes and businesses, as well as ensuring ongoing and continuous improvement of the service we offer our customers.



SHEPD

785,183 customers'
homes and businesses served

49,349km

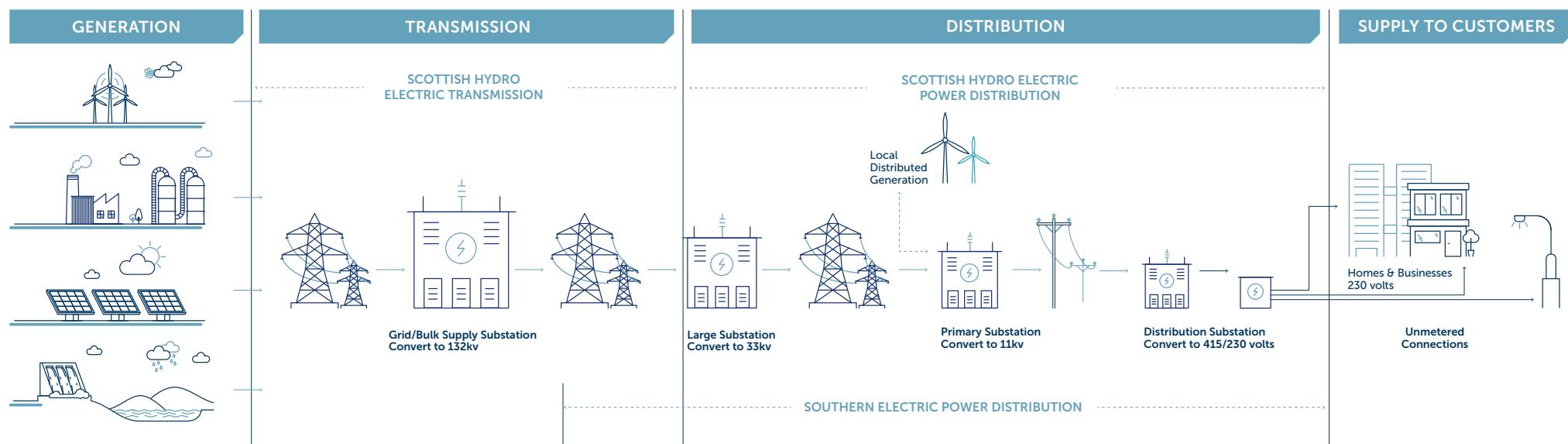
of overhead lines and
underground/subsea cables

SEPD

3,110,203 customers'
homes and businesses served

78,149km

of overhead lines and
underground cables





PURPOSE OF THIS REPORT

As a Distribution Network Operator (DNO), our commitment to safe working and public safety remains a top priority, whilst ensuring we provide a reliable supply of electricity for the communities we serve.

We are a regulated networks business, working in accordance with legislation, our licences and the regulatory framework, whilst ensuring we always put the customer at the heart of everything we do.

This is the sixth Access Statement we have produced in response to the 2015 UK Regulators' Network (UKRN) project on cross-sector infrastructure interactions. Its purpose is to raise the profile of how our organisation supports infrastructure investment across the UK, and how parties can seek information when working near our assets.

This statement is intended for four key audiences:

- **Network operators** – providing the opportunity to review and improve business performance through comparison and structured dialogue with customers.
- **Customers** – providing comparative information across different network operators and sectors and enabling customers to feedback experiences and suggestions for improvement.

• **Regulators and government** – providing further evidence to allow judgement on whether we have successfully led on a self-regulatory and proportionate response to UKRN's 2015 review.

• **Investors and funders of infrastructure** – providing the opportunity to assist with the assessment of risk for existing or new projects which may encounter our assets.

We continue to ensure that we provide access to our expertise and network information as easily and simply as possible, whether it be for a new connection, diversion of supply or safety related queries, and thus we provide a wealth of information on our website.



ssen.co.uk/NetworkAccessStatement





OUR SERVICES

We provide several services which support infrastructure providers. These include:

- Diversions of our network if a project may affect our existing equipment
- Disconnection and de-energisation of services as required to facilitate customers own internal electrical works
- Overhead line surveys for projects which may require working near to overhead lines and where there is a risk of contact with the wires (known as GS6 Surveys)
- Supporting projects when required to dig near to underground cables (known as HS(G)47 Surveys)
- Shrouding overhead lines to protect customers and infrastructure providers' staff from harm when working near overhead lines
- Proving that cables are dead or out of commission when they are located
- Resolving any issues regarding asset damage in the course of business.





PERFORMANCE SNAPSHOT 2020/21

ACCESSING OUR NETWORK RECORDS

NETWORK RECORDS REQUESTED

488,292 requests

Online Request (self-service)

AVERAGE TIME TO PROVIDE NETWORK RECORDS

3.63 minutes

Online Request (self-service)

GENERAL ENQUIRIES*

8,260

Jobs completed

19.65 days

Average time taken to complete

DISTRIBUTION CONNECTIONS

26,639

Quotes for connections to our Distribution Networks issued

7,347

Connections projects delivered on our Distribution Networks

CUSTOMER COMPLAINTS

16,268

Complaints received

84%

Resolved within 1 working day

APPOINTMENTS

99.75%

Of timed appointments booked were met

CALL HANDLING

657,220

Total calls from customers to our Customer Contact Centres and Connections Contact Centre

BROAD MEASURE SCORES

BROAD MEASURE OF CUSTOMER SERVICE SCORE

SHEPD

Supply Interruptions

9.25/10

Connections

9.31/10

General Enquiries

9.13/10

SEPD

Supply Interruptions

8.56/10

Connections

8.54/10

General Enquiries

8.67/10

SSEN (overall)

Supply Interruptions

8.91/10

Connections

8.93/10

General Enquiries

8.90/10

TIME TO QUOTE AND TIME TO CONNECT

AVERAGE NUMBER OF WORKING DAYS									
		12/13 performance	Improved performance commitment (10% reduction)	Actual 2015/16	Actual 2016/17	Actual 2017/18	Actual 2018/19	Actual 2019/20	Actual 2020/21
SHEPD									
Single Connection	Time to Quote	8.78	7.90	2.50	3.55	4.22	2.86	3.26	3.79
	Time to Connect	35.08	31.57	31.5	29.98	27.84	22.10	17.13	19.51
2-4 Connections	Time to Quote	13.7	12.33	5.10	7.22	9.02	5.34	4.13	4.46
	Time to Connect	52.71	47.44	40.02	40.44	28.76	27.8	21.11	24.68
SEPD									
Single Connection	Time to Quote	8.19	7.37	2.66	2.69	3.41	3.11	3.01	3.56
	Time to Connect	39.5	35.55	33.18	44.29	45.71	31.84	29.29	41.99
2-4 Connections	Time to Quote	12.37	11.13	6.94	7.23	9.28	8.65	4.53	5.47
	Time to Connect	47.19	42.47	45.04	63.68	64.01	40.29	34.87	54.35

*General Enquiries include De-energisation, Shrouding, Overhead Line Assessment, Substation Access, Temporary Access, Underground Cable Assessment / Cable Trace, Installing Bird Inhibitors, Tree Cutting (non-emergency) and Pole Assessments.

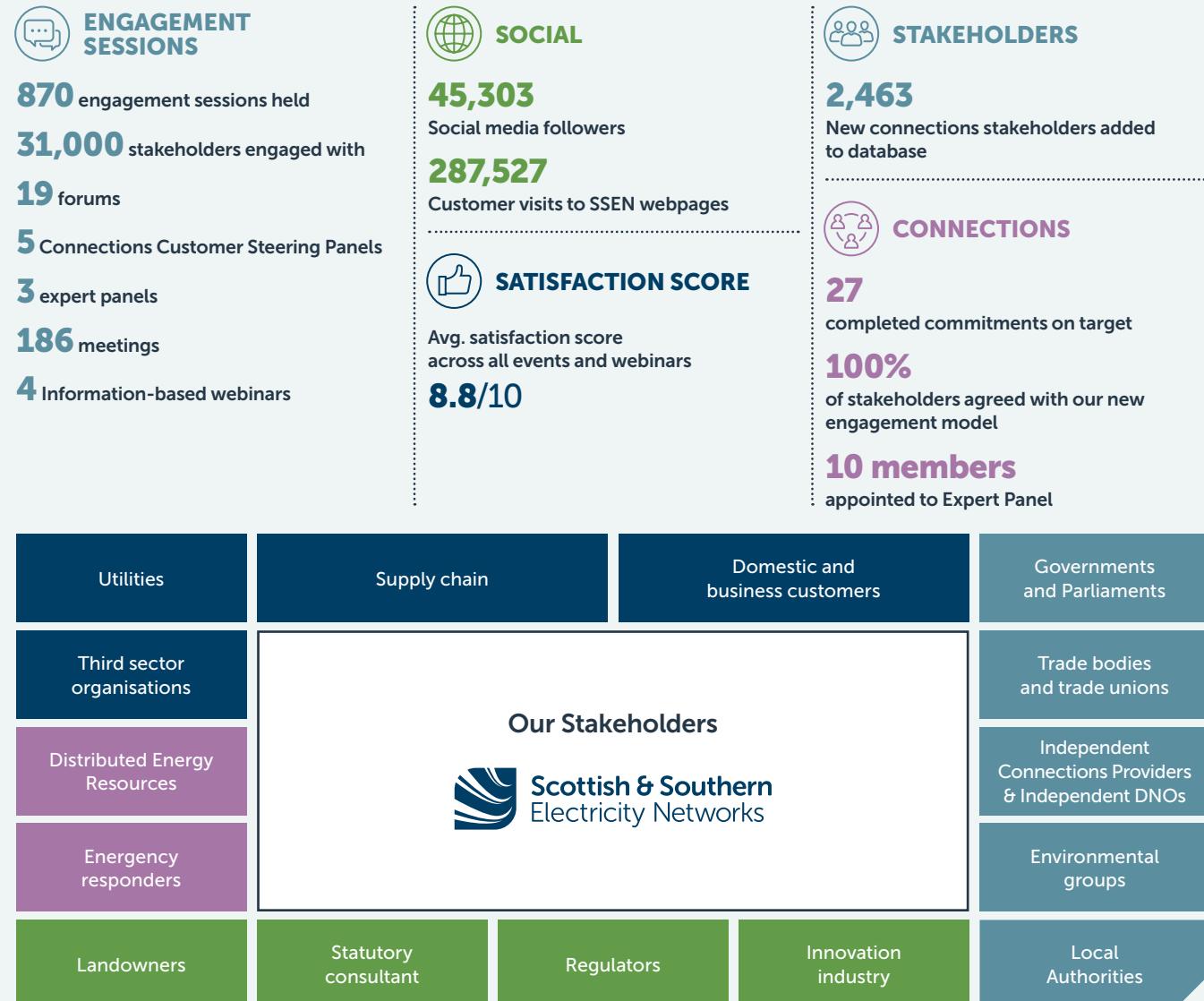


CLIENTS' FEEDBACK

We are committed to listening to our clients and working to improve our processes and the services we provide.

In 2020/21, despite the complexities introduced by Covid-19, we have continued our work with key stakeholder groups by finding alternative ways to interact. This year, in keeping with our Net Zero business strategy, we held webinars on Flexible Connections, Constraint Managed Zones, Electric Vehicles and Decarbonisation of Heat which were each attended by a cross section of our stakeholder groups, including; Housing Developers, Local Authorities, Community Energy Groups, Distributed Generation, Independent Connection Providers & Independent Distribution Network Operators and Commercial, Industrial & Consultants. We also adapted our Stakeholder Group Forums and Connections Customer Steering Panels to online webinar sessions, opposed to pre-pandemic face to face sessions, in order to ensure we were still able to obtain the valuable feedback received from our range of stakeholder groups.

Stakeholder and Customer engagement information available at: ssen.co.uk/StakeholderEngagement





MEETING THE GOOD PRACTICE PRINCIPLES

PRINCIPLE 1: The role of infrastructure network operators



Infrastructure network operators recognise the stewardship role they play in developing, owning and operating our national infrastructure; and that effective planning and delivery of new infrastructure, across all sectors, benefits everyone.

PRINCIPLE 2: Efficiency, economy and safety



Without prejudicing the needs of customers or funders, or its statutory duties including safety, network operators of in-situ assets should act with efficiency and economy when interacting with customers.



OUR RESPONSE

Clear visibility of our plans and proposals for our infrastructure helps to deliver efficient completion of works whilst minimising disruption to those affected. Stakeholders and interested parties can access our long-term development statements (LTDS) easily from our website across both of our licence areas. The LTDS reports detail what work we are planning to do on the network and where the available capacity is to enable decision making when connecting larger projects. Additionally our Embedded Capacity Register can be accessed on our website which provides information on generation and storage resources that are connected, or accepted to connect, with capacity of 1MW and over. The register also includes information on the flexibility services provided by connected resources and network reinforcement needed to provide connections.

ssen.co.uk/LTDS
ssen.co.uk/Connections/ECR

OUR RESPONSE

Our approach to efficiency, economy and safety does not just apply to one job or customer, we are constantly striving to improve and find new opportunities. We have been working closely with many organisations including the Scottish Government, Local Authorities, Emergency Services, Utilities and community groups in the roll out of LCT, particularly relating to EV charging infrastructure. This has involved extending and enhancing our stakeholder engagement to include much earlier discussions to help our customers develop their net zero strategies and give us a clearer picture of their network requirements both now and in the future. This has been well received and has had a positive impact on the quality of the service we provide our stakeholders and also in saving designer time given that we have a better understanding of customer requirements.

Additionally, in collaboration with the Scottish Fire and Rescue Service, we developed a methodology for providing high level network assessments and ranking of depot locations to assist in prioritising the roll out of their EV charger installation programme across 33 sites. This included identifying available capacities at nearby substations and through pre-application meetings, offering potential solutions thus reducing connection design and delivery timescales. This methodology has since been adopted successfully in assessing sites for Highland Council, Police Scotland, Forestry Land Scotland, Scottish Water and assisting Highlands and Islands Enterprise-led community projects. We do everything we can to ensure that no one comes to harm as a result of our infrastructure, and support customers with safety information through our website.

ssen.co.uk/safety/home



PRINCIPLE 3: Transparent processes and practice



Network operators should establish and follow a process to manage interactions that is transparent, easy to follow, appropriately resourced and commits to explicit service standards appropriate to the customers and projects concerned, supported by the provision of accurate information about the operator's network, safety or process as necessary.

OUR RESPONSE

We continue to work collaboratively with cross-sector industries to deliver new or increased capacity connections to their estates. When approached to provide connections, for example by Rail, Water and Telecoms industries, SSEN promoted early engagement via pre-application meetings and workshops to identify appropriate and viable locations to mitigate unnecessary applications, and the associated costs and resources of each party. These meetings are key in cementing open and meaningful relationships which contribute to understanding delivery programmes and business specific processes at the earliest opportunity for all parties. Following acceptance, projects including the Emergency Services and Rural Network Telecoms are included within recurring portfolio reviews to ensure

all aspects of each connection are managed efficiently. Whether it be the sole responsibility of SSEN to deliver the connection, or shared with the customer's appointed Independent Connection Provider, by working closely together, we are able to progress discussions in a transparent environment for design, wayleaves, consents, programme and costs, which ultimately ensure connections are delivered on time and at cost for the connecting customer. All of our processes are clearly defined and available on our website. These include small and large projects, developers, single customers, diversions, new connections and alterations.

Visit ssen.co.uk/Connections for more information.

PRINCIPLE 4: Clear, transparent and appropriate pricing



Any fees or charges to customers should be clearly explained, reflect reasonable and appropriate cost and risk, without exploiting unfair commercial advantage, and where reasonable, facilitate efficient planning and delivery of infrastructure projects.

OUR RESPONSE

We have a dedicated section on our website **Connections Information – Performance, Standards & charges (ssen.co.uk)** to provide customers with all the information they need to know on how we develop our costs, obtain no obligation cost estimations and our guaranteed standards of performance. We continue to provide access to our electronic network records free of charge where possible. If we are not able to provide this service for free, we will provide a clear explanation why. See our '**Update to key process changes**' section for more information on accessing our records.

PRINCIPLE 5: Continuous learning and best practice



The lessons and experiences of best practice in managing interactions within the firm, based on measurable performance where possible, and outside, are proactively gathered and applied, with a commitment to training and support of staff managing interactions.

OUR RESPONSE

Our ethos is to continuously drive improvements in all we do, including how we interact with our customers and stakeholders. Taking on board customer feedback, we have continued to outperform customer service targets set by Ofgem during RIIO-ED1, increasing satisfaction levels from 84.5% at the start of RIIO-ED1 to 88.2% in 2020/21. Our 'Voice of the Customer Programme', originally launched in 2019, was expanded last year to incorporate all of the core services our customers may experience. The successful programme has provided us with over 20,000 individual pieces of feedback throughout 2020/21. With so much real-time insight from customers, we're now able to quickly react to situations that may arise and resolve problems almost immediately.

For more information visit ssen.co.uk/StakeholderEngagement



MAJOR INFRASTRUCTURE PROJECTS

DUNDEE CITY COUNCIL – TRANSPORT ELECTRIFICATION:

Our scope: Installation of new substations and network connections

Status: Project complete

The arrival of two brand new electric bin lorries at Dundee City Council is the latest in the local authority's drive to electrify transport in the city.

We're proud to play our part in facilitating the council's net zero ambitions by installing new substations and connecting electric vehicle chargers to the underground electricity network serving the city.

The arrival of two new 26-tonne Dennis Eagle bin lorries – Bin Diesel and Leonardo Di Charge-io – boosts the growing number of EVs at the council, as it already has two minibuses, more than 100 electric cars and a large mechanical street sweeper that are all powered by electricity and connected to the network by SSEN.

To accommodate their growing EV fleet, so far SSEN have installed two new substations, 27 EV chargers and energised a new LV connection.

The bin lorries are thought to be the first two electric bin lorries in Scotland, with four more on order to add to the fleet in 2021. Within the next nine years, all 36 bin lorries will be electrified, which will equate to a carbon dioxide emission saving of 720,000kg.

Barry Will, Head of Connections, said: *"As the electricity distribution network operator serving Dundee, we are proud to play our part in supporting Dundee City Council with the installation of new substations and network connections to facilitate the electrification of transport in the city."*

At SSEN, we stand ready to support and accelerate vital green investment in our communities, powering the transition to a cleaner, greener future and enabling cities like Dundee to achieve their net zero ambitions."

SOUTH WESTERN RAILWAYS PARTNERSHIP:

Our scope: Isle of Wight network upgrade

Project costs: £400K

Status: Project complete

In March 2021, our teams successfully completed essential upgrades to the network on the Isle of Wight – saving £200,000 by working in partnership with South Western Railway (SWR).

The joint working project, which started in the first week of January 2021, enabled us to replace and upgrade parts of the infrastructure at Ryde, Rowbottom and Sandown by taking advantage of an SWR outage on that section of track. All the work associated with the £400,000 upgrade are located alongside the rail line, replacing and upgrading sections of the network supplying power to the tracks with modern and more efficient equipment.

Tim Eccleston, SSEN's Project Manager on the Isle of Wight, said: *"We always strive to work in the safest and least disruptive way, so when we were informed of South Western Rail's plans to invest £26 million in the island's rail infrastructure, we were keen to see how we could work alongside them to minimise network outages and share safe track access. As SWR's works required an outage to the track, we were able to carry out our own project, to upgrade 33KV isolators, at the same time avoiding additional outages to the line and saving almost £200,000 on the initial budget for these works."*

ABERDEEN HARBOUR:

Our scope:	Work closely with Port Authority and BP to identify and develop projects to decarbonise the port's operations
Status:	In progress

Aberdeen Harbour has been Europe's premier port for the global energy sector for more than 50 years and with its £350 million South Harbour expansion project moving towards operational commissioning, this will allow the port to play an integral role in meeting Scotland's net zero and green ambitions for the maritime industry.

SSEN has been working with Port Authority and BP to help identify and develop projects to decarbonise the port's operations. This has involved:

A pilot project to supply shore power (quayside electrification) allowing vessels to turn off main engines while in port to reduce emissions and noise.

Supply of a zero or low carbon power supply to all vessels in port, over time.

Exploring the electricity needs for the production and use of green hydrogen as a clean marine fuel.

This builds on BP's recently announced joint venture with Aberdeen City Council, to create Scotland's first scalable hydrogen production facility, incorporating solar power, green hydrogen production and a refuelling facility for public transport, thus assisting the local authority in achieving its net zero vision to become a climate positive city.

EQUAL EV:

Our scope:	Tackling equality of access for EV drivers
Programme:	Nov 2020 – May 2022
Project costs:	£345K
Status:	Phase 1 successfully identified barriers, Phase 2 underway with recommended solutions shortlisted

Disabled motorists are often overlooked with regards to electric vehicle (EV) charging. There is a need to investigate and understand the enablers for both public and domestic charging solutions, not just for drivers with disabilities and physical impairments but also for a wider range of potentially vulnerable customers such as the elderly, those with chronic illnesses, or those with high levels of anxiety.

We are committed to a fair and accessible transition for all our customers, and the lack of suitable EV charging infrastructure risks leaving 2.9 million disabled Blue Badge holders in the UK behind, along with many more for whom using and charging an EV presents a challenge.

Working with Disabled Motoring UK, Impact Research and the Energy Systems Catapult, we are delivering the Equal EV project using Ofgem's Network Innovation Allowance funding. Phase 1 involved a literature review

and stakeholder interviews to identify the barriers to customers with disabilities and vulnerabilities making the switch to an EV, along with some enablers and recommendations for national and local government, the automotive industry, charge point operators and car park owners. The four key barriers identified were: up-front EV costs; charge-point access; range anxiety; and access to charge-point information.

Phase 2 is exploring the various solutions and technologies available to remove these barriers, their viability, the roles and responsibilities for using them, and understanding how we as a DNO can support our customers in this area. We have assessed the technology and solution landscape, identified a shortlist of viable solutions to either endorse other sectors to implement or deploy ourselves, and are considering how trialling these would demonstrate the value for our customers.



UPDATE TO KEY PROCESS CHANGES

Our partnership with an external provider to allow anyone to access information on the location of our assets quickly and easily online continues to be a success.



Line Search Before You Dig is designed to be used by anyone who needs to know where our utility assets are, to work safely, and to help minimise the risk of disruption to customer supplies.

Customers have access to all of the below utility information by following one simple online process:

- Distribution assets across the highlands and islands of Scotland
- Our Distribution assets in central southern England
- Our Distribution 'out of area' assets across the rest of the UK.

The registration process is quick and easy, just visit:



KEY HIGHLIGHTS FOR 2020/21



ONLINE SERVICE TO REQUEST NETWORK RECORDS



3.63 minutes
average response time



488,292 enquiries
for SSEN information



8,818 new
registrations this year



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