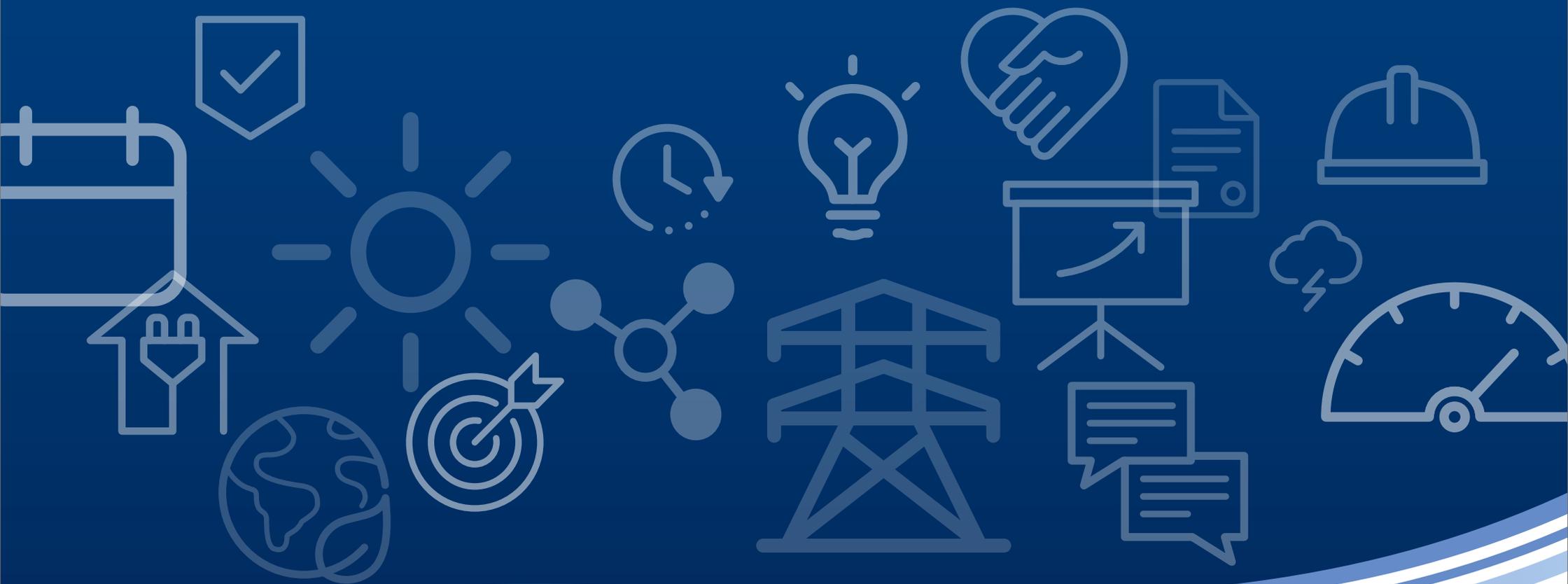


# Our full RIIO-ED1 Commitments 2019/20



# Our Business Plan Commitments in Full

This document provides customers with a complete view of our full business plan commitments for RIIO-ED1 and an explanation of our progress on each commitment up to 2019/20. This report should be read in conjunction with our 'Business Plan Commitment Report 2019-20' available at [ssen.co.uk/DistributionPriceControlReview](https://ssen.co.uk/DistributionPriceControlReview). Should you require further information for a specific commitment, these can be provided upon request.

The table below provides a summary position for each output area.

Category	Total Commitments	Below Target	On Target	Ahead of Target	Complete	Overall Status Against Plan
 Reliability	27	6	20	0	1	★★☆☆☆
 Social Obligations	23	0	12	3	8	★★★★☆
 Safety	12	0	7	3	2	★★☆☆☆
 Environment	11	3	3	3	2	★★☆☆☆
 Connections	15	1	11	0	3	★★☆☆☆
 Customer Satisfaction	22	0	11	6	5	★★★★☆
<b>Total</b>	<b>110</b>	<b>10</b>	<b>64</b>	<b>15</b>	<b>21</b>	★★☆☆☆



# Reliability

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
We will fund any incremental increases in Transmission Connection Point Charges (TCPC) during RIIO-ED1.	We received an allowance of £56.6m to cover 17 projects in RIIO-ED1. However, there has not been the anticipated level of spend in this area; the volume of Distributed Generation connections in particular has been less than expected. In the first five years we have spent £3.1m on four projects. Any monies not required will be returned to customers through the relevant Load Related mechanisms or the Totex Incentive Mechanism.	★★★★☆
We will replace 303km of Consac cable at an average cost of £5.8m per year (£46.4m total).	Up to the end of 2019/20 we have delivered 50% of our target, replacing 151km of Consac cable on our network, at a cost of £14.2m. This is substantially below the targeted cost of £5.8m per annum in our commitment.	★★★★☆
We propose to create additional Grid Supply Points (GSP) at 3 locations in the network in the SHEPD area: <ul style="list-style-type: none"> <li>• Gills Bay (Caithness)</li> <li>• Aberlour (Morayshire)</li> <li>• Rothienorman (Aberdeenshire)</li> </ul>	As contracted generation triggering the need for GSPs at Gills Bay and Aberlour have been terminated, these projects have been cancelled. However an additional GSP is still required at Rothienorman. The construction of the additional GSP commenced in late 2019 and build completion is due in 2020, with connection to the network scheduled in early 2021.	★★★★☆
Compensation payments will be automatically paid to customers registered on the Priority Service Register (PSR) from April 1st 2015 and will be rolled out to all customers at a later date. We will ensure customers are better informed about their entitlement to compensation.	Guaranteed Standards (compensation payments) are now automated for all customers not just those on the Priority Services Register since May 2015. As soon as a Guaranteed Standard failure happens we proactively make payments to all affected customers.	★★★★★
We will continue to develop other opportunities for improvements through our innovation programme.	In RIIO-ED1 to date we have been awarded £12.9m through NIA funding to deliver 45 projects across areas including Low Carbon Technology, E-Tourism, Informed Lightning Protection. Under the NIC we have been awarded £20.6m to deliver two projects including, Resilience as a Service (Raas) which aims to avoid carbon intensive generation to support network reliability and resilience, and TRANSITION which aims to develop a neutral market facilitator platform for flexibility services. In 2019/20 good progress was also made on our flagship project, Local Energy Oxfordshire (LEO), used to develop industry understanding of how we could deliver a decentralised/localised low-carbon energy system. TRANSITION and LEO are instrumental to the transition to DSO and delivering Net Zero. To date we delivered over £40m of benefit from the deployment of innovation through initiatives including CMZ contracts for 6MW of services on the Isle of Islay.	★★★☆☆
We will invest £2.93m to link two radial circuits (Aultbea and Lochinver) with other circuits to provide security of supply to an estimated 4,200 customers.	The Aultbea project is currently progressing through design refinement stage and is planned for delivery at the end of RIIO-ED1. The Lochinver project will no longer be progressed as following further investigation the cost was found to be significantly higher than anticipated and is no longer deemed to be economic or efficient. Instead local enhancements have been made to improve security of supply in the area.	★★★★☆





# Reliability

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
<p>We will invest £9.49m to upgrade and integrate the network in 8 locations in the SHEPD area:</p> <ul style="list-style-type: none"> <li>• Alness/Fyrish GSP at a cost of £0.85m</li> <li>• Cairnford GSP (Clashindarroch) at a cost of £0.75m</li> <li>• Dunbeath GSP at a cost of £0.4m</li> <li>• Finstown GSP (Orkney) at a cost of £5.1m</li> <li>• Grudie Bridge GSP at a cost of £0.75m</li> <li>• Mybster 2 at a cost of £0.12m</li> <li>• Rannoch GSP at a cost of £0.85m</li> <li>• Stornoway GSP at a cost of £0.67m</li> </ul>	<p>Works on the Grudie Bridge, Mybster and Rannoch GSPs have been completed. Fyrish, Dunbeath and Cairnford are no longer required due to other network developments and changes to the contracted generation background. Finstown and Stornoway GSPs are both currently under review to ascertain their viability.</p>	<p>★★★★☆</p>
<p>As part of the Shetland Integrated Plan we propose to replace Lerwick Power Station (LPS) and Sullom Voe Terminal (SVT) and ensure capability to meet all Shetland demand.</p>	<p>An enduring energy solution for Shetland is required by around 2025. In 2020, Ofgem accepted the recommendation made by SHEPD in late 2018 to contribute towards and connect to the approved Shetland transmission link and associated network in late 2024. SHEPD have also accepted an offer for a new GSP to be constructed to enable connection. SHEPD will submit a recommendation to Ofgem in November 2020 setting out its analysis on standby options and SHEPD's proposed route forward to maintain quality of supply for the islands.</p>	<p>★★★★☆</p>
<p>We will invest £41.78m to replace 112km of submarine cables.</p>	<p>Our final request to Ofgem under RIIO-ED1 was for £44.6m to replace 112km of subsea cable. This related to 34 specific projects. The final allowances provided by Ofgem was £36.9m to replace 85.1km of subsea cable. Based on inspections carried out in RIIO-ED1 to date and updated information on asset condition, we currently plan to replace 11 cables, equivalent to 100km. Six cables have already been replaced, one is underway, a further four are planned for the remainder of the price control period.</p>	<p>★★★★☆</p>
<p>We will re-site two SEPD primary substations for flood mitigation purposes at a cost of £2m (Aldershot and Melksham).</p>	<p>After further evaluation we no longer need to resite the substation at Aldershot. We have however identified that Osney Primary sub station in Oxford requires resiting instead. This will be carried out in 20/21. Melksham substation is scheduled to moved in 21/22. We have spent £3.72m to date on both sites.</p>	<p>★★★★☆</p>
<p>We will remove 21km of oil filled cable from the SHEPD area and replace with non pressurised cable at an investment of £3.9m.</p>	<p>To the end of 2019/20 we have replaced 10.9km of 33kV oil filled cable in the SHEPD area at a cost of £2.8m. A further 6km is planned for the remainder of RIIO-ED1, bringing the total to 16.3km.</p>	<p>★★★★☆</p>
<p>We will reduce the number of unplanned supply interruptions by 5% and their duration by a quarter.</p>	<p>Within main report page 10</p>	<p>★★★★☆</p>
<p>We will reduce the small number of customers that suffer more than 3 power cuts per year by 30%.</p>	<p>Within main report page 11</p>	<p>★★★★☆</p>





# Reliability

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
We will replace 2,528 6.6/11kV Pole Mounted Switchgear assets (average 316 per year). This is out of an asset register count of 14,783.	Up to the end of 2019/20 we have replaced 1913 of 6.6/11kV Pole Mounted Switchgear assets throughout our SEPD and SHEPD network areas. This represents 75% of our RIIO-ED1 target.	★★★★☆
To improve service to 3,400 (approx.) of the worst served customers in the SHEPD area we will invest £26 million in four points of the network: <ul style="list-style-type: none"> <li>• Pollachar (Barra)</li> <li>• Sanday (Orkney)</li> <li>• Islay (Mull)</li> <li>• Kinloch (Mull)</li> </ul>	In 2018 we completed Pollachar on the Isle of Barra and in 2019 we substantially completed improvement works at Sanday, Orkney Islands. Up to the end of 2019/20, we have spent £5.1m. The two remaining schemes on the Isle of Mull are in the planning and design phase with consents expected in 2020/21. Once consented we will be looking to move to construction in 2021/22.	★★★★☆
We will invest £463m in maintaining or improving the overall capacity of our Networks: SEPD – £319m; SHEPD – £144m.	Ongoing investment programs are in place to meet our commitments of maintaining and improving capacity across our Networks. In addition we have invested in Load & Constraint Managed Zones (LMZ & CMZ) to help reduce expenditure while meeting our commitment. Up to the end of 2019/20, we have spent £173m of our £463m proposed investment. We are forecasting an increase in expenditure over the remaining years in RIIO-ED1.	★★★☆☆
We will invest £56m to reduce the risk of disruption from exceptional events such as flooding or extreme weather: SEPD – £40m; SHEPD – £16m.	Investment continues across our network to reduce the impact of exceptional events and to meet the new increased Engineering Technical Recommendations. Total investment across both our networks up to the end of 2019/20 was £20m of our proposed investment of £56m.	★★★☆☆
We will restore supplies more quickly when faults occur through a combination of automatic switching to immediately restore as much network as possible and improving site response, assisted by technologies that will help locate and direct staff. This will include the use of Bidyongs to help with fault identification.	During RIIO-ED1 to date we have made good progress with the introduction and development of automatic restoration schemes on our SHEPD and SEPD networks. The significant investment and development has provided significant benefit to our customers. We have reduced the number of customers connected to any one circuit, so that if a system fault occurs it affects fewer customers. We have also invested in remotely operable switches that allow our Control Engineers to open and close switches from a central control centre to restore electricity supplies quicker.	★★★★☆
We will invest £5.3m to replace legacy 2, 2.7 and 3kV networks.	In the first three years of RIIO-ED1 we have replace 2km of legacy network over three locations a cost of £578k. A further 19 schemes, 18.74km, are planned for delivery in the remaining three years at an estimated cost of £2.3m.	★★★★☆
We will invest £1,676m to avoid deterioration of the existing level of network condition: SEPD – £1,183m; SHEPD – £493m.	We continue to invest in the Replacement, Refurbishment and Maintenance of the networks maintaining the Health and Criticality of the assets at the required level. Total investment so far in RIIO-ED1 is £1,042m.	★★★★☆





# Reliability

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
We will invest £9.93m to improve or replace rising mains.	We currently plan to spend £7m to improve or replace rising mains at 328 flat/tenements and 216 high rise buildings. At the end of 2019/20, we spent £2.1m and have completed 54 (16%) of flats/tenements and 10 (5%) of high-rise buildings. During 2019/20, SSEN continued to review and refine its Portfolio of Investment for RLM. To aid this, SSEN has engaged an external contractor to conduct inspections of RLMs and associated services. One of the challenges in this area has been gaining the necessary access to internal equipment. We will continue to advance this programme of work during the remainder of RIIO-ED1.	★☆☆☆☆
We will minimise the level of planned supply interruptions through mobile generation and live working where it is safe to do so.	To help minimise the level of planned supply interruptions, SSEN utilise Live Line working where it is safe to do so, since the start of RIIO-ED1 we have steadily increased our Live Line jobs from 3,593 in 2015/16 to 3,977 in 2019/20. Equally over the same period we have continued to build the number of in house temporary generators that can be deployed during a planned supply interruption, our current fleet is variable in size from suitcase size units to large trailer mounted option for larger customer areas. SEPD currently has 190 temporary generators in house with 105 available through suppliers with SHEPD holding 153 generators in house and 95 allocated to us from external suppliers.	★★★★☆
We will be compliant with G91 and Black Start Resilience. This will involve an investment of £6.525m.	SSEN has invested over £2.4m to improve the loss of supply resilience at 185 grid and primary substations to meet Engineering Recommendation G91. A further 59 sites are on target to be completed by the end of RIIO-ED1.	★★★★☆
We will invest £20.54m in flood mitigation works: • SEPD – £19.79m • SHEPD – £0.75m	Up to the end of 2019/20, we have spent £10.48m in mitigating flood risks.	★★★★☆
We will continue the overhead line resilience plan which was started in DPCR5.	To the end of 2019/20 we have spent £106m on our overhead line resilience plan, which commenced in DPCR5. The bulk of the activity involved tree cutting operations. This included clearing around 280,000 spans along our network.	★★★★☆
We will use Network Innovation Allowance (NIA) to trial high risk when assessing innovation.	To date we have been awarded £12.9m from the Network Innovation Allowance (NIA) covering 45 projects including our Low Carbon Technology, E Tourism, Subsense, Informed Lightning Protection and Trader projects. This has created over £40m of real benefits to customers. Please see <a href="https://ssen.co.uk/distributioninnovation">ssen.co.uk/distributioninnovation</a> for more information.	★★★★☆
Where we need to do some maintenance, we'll give you at least seven days' notice of a planned power cut and will keep you updated at every stage.	In SHEPD in 2019/20 we have provided seven days' notice or more to customers where there is a planned interruption to supply 67% of the time. Our internal target is to provide 30 days' notice in writing to the customer, a follow up letter at seven days and a final reminder the day before. During the day of the outage we update customers should there be a significant change to the expected restoration time. In SEPD we continue with the effective measure of card drops to addresses are affected to inform customers prior to planned supply interruptions. In both instances we text our customers that the job is complete and if they have any further queries to contact us.	★☆☆☆☆





# Social Obligations

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
We will ensure our Priority Services Register customers have the appropriate support for their needs during supply interruptions.	Within main report page 13	★★★★☆
We will actively seek and investigate new ideas for benefits and support from staff through mechanisms such as 'Great Place to Work' survey. We will continue to offer a comprehensive benefits package to our employees.	We carry out a 'Great Place to Work' survey on an annual basis. This is supplemented by additional staff surveys on an ad hoc basis. This has helped inform initiatives implemented in RIIO-ED1 in relation to improved health, leisure, wellbeing, financial security, pension, travel and shopping benefits as well as flexible working arrangements.	★★★★☆
We will continue to train new people to meet identified skill gaps through dedicated development programmes and offer permanent employment opportunities following successful completion.	We maintain an annual and enduring workforce renewal programmes to recruit the skills we need to support the network and future developments within the industry. To date we have successfully recruited 192 apprentices to complete craft roles such as linesmen, jointers and fitters. To support project management and engineering aspects of our work we have recruited and trained 140 engineers which includes graduates from university. To recognise the changing requirements of the network and the risks we face, we were the first DNO to recruit three cyber security apprentices in 2017.	★★★★☆
We will carry out further engagement with businesses to build local supply chains.	Open4Business is an online portal that facilitates the advertising of contract opportunities in the north of Scotland. There are currently c.1,000 SME based businesses registered on the platform, offering varying skillsets from civil engineering, to ecological studies, to cleaning and catering services. At present, the platform is owned and managed by Highlands and Islands Enterprise but is free to use for all parties. Within our SEPD area we work locally through our contractor supply chain and local Community Relationship Managers to encourage local suppliers to access our projects and work plans.	★★★☆☆
We will continue to work towards our Responsible Procurement Charter and will monitor all business areas' performance in complying with our obligations under the Prompt Payment Code.	SEPD and SHEPD are signatories to the Prompt Payment Code and report on payment performance every six months, in line with the requirements of the Reporting on Payment Practices and Performance Regulations 2017. As part of the SSE Group, we are also committed to continued investment in improving payables systems and processes as we drive towards paying suppliers within the standard net 30 day terms.	★★★☆☆
We will continue to offer employees opportunities to share their skills with local communities, with an annual target to increase participation in our Community at Heart scheme from 39% (2012/13) to at least 60%.	SSE Group maintains a programme initially called Community at Heart Days, now Be the Difference, where all staff are allowed one day per year working within the communities we serve. During the RIIO-ED1 period our percentage of staff taking part in such activities has risen year on year from 40% in 2015/16 to 48% in 2019/20.	★★★★☆
We will use multi-agency response as our 'business as usual' way of working for priority customers and continue to improve the support we offer to customers at times of 'crisis' by implementing the findings of our research. We will seek feedback from customers on our performance in supporting priority customers, particularly during 'crisis' situations such as extreme weather events, and ensure lessons learned from feedback are implemented.	Close relationships have been maintained with Emergency Planning Officers in our Local Authority areas. We continue to contribute to Local Resilience Partnership meetings and forums throughout the year. Prior to expected inclement weather where we see potential for disruption to supply we follow a 'Warn & Inform' process which involves communicating to our resilience partners the expected impact of the disruption. This allows the partners to take appropriate steps and evoke emergency and continuity plans. This process is always met with appreciation from other organisations.	★★★★☆





# Social Obligations

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
<p>We will form an expert panel on consumer vulnerability to guide us on how best to identify and address consumer vulnerability on our networks.</p>	<p>Our External Inclusive Service Panel (EISP) is independently chaired and has met three times every year since inception in 2016/17. The Panel members are experts in inclusion, equality, diversity and accessibility and all of them have a real passion for improving customer outcomes. The EISP not only helps to inform and influence our decision making, it challenges our thinking and holds us to account for the actions at each meeting. Originally Chaired by Richard Shakespeare, a leading expert in Diversity and Inclusion; we have recently recruited Trisha McAuley OBE to take the panel to the next level of inclusive service and support for all our customers.</p> <p>We have gone further than this commitment by also recruiting an internal panel of passionate colleagues, our Internal Inclusive Service Panel (or IISP). Our IISP also meets three times per year and works to a similar agenda as the EISP. The IISP provides an internal view of the service we provide and also challenges our thinking as well as our processes.</p>	<p>★★★★★</p>
<p>We will improve the accuracy of our Priority Services Register customer data to ensure that we offer the support vulnerable customers need and therefore improve the service we offer by April 2016.</p>	<p>In the initial years of the RIIO-ED1 we cleansed all of our PSR customer records. We have also committed to data cleansing our records every two years and will delete a record from the PSR after five years when the customer has not responded to our communications or had an opportunity to contact us during power cuts.</p>	<p>★★★★★</p>
<p>We will develop new strategies to support customers with communication difficulties in all customer facing information and processes.</p>	<p>Within main report page 14</p>	<p>★★★★☆</p>
<p>Each business unit across our company will have work plans at unit, team and individual level which show the role they have in delivering the vulnerable customer strategy by April 2016. In this way, ownership and accountability for individual pieces of work will be clear.</p>	<p>Our Consumer Vulnerability Strategy was redefined in 2019/20 to mirror stakeholder feedback, including views from our customer surveys and our Inclusive Service Panels. Our Consumer Vulnerability Strategy can be found at <a href="https://ssen.co.uk/StakeholderEngagement/VulnerabilityStrategy">ssen.co.uk/StakeholderEngagement/VulnerabilityStrategy</a>. It includes a new Consumer Vulnerability Strategy Wheel which sets out a wide range of activities and four core areas of improvement to:</p> <ul style="list-style-type: none"> <li>• Ensure our services are inclusive and accessible now and in the future</li> <li>• Expand on fuel poverty and energy efficiency activities</li> <li>• Widen our partnership network and collaborative activities</li> <li>• Drive forward PSR provision and promotion</li> </ul> <p>The 'Wheel' and our strategy were publicised on the SSEN App and in the summer edition of The Circuit Magazine. <a href="https://indd.adobe.com/view/0935c472-b9c5-4f2f-81cb-7d8f2596c763">https://indd.adobe.com/view/0935c472-b9c5-4f2f-81cb-7d8f2596c763</a>.</p> <p>In addition, vulnerability training for Customer Contact Centre Staff, Customer Relationship Management Teams and our operational teams has been rolled out to ensure everyone knows the role they play in helping deliver our strategy. Regional plans were also introduced in 2019/20 and e-learning was implemented across all levels within SSEN to help ensure there is a clear understanding of the role that everyone has to play. Training has been very well received with confidence in supporting vulnerable consumers rising from 8.3/10 prior to the training to 9.5/10 afterwards. In addition, a new programme of personal development is underway. This includes a mental health module.</p>	<p>★★★★☆</p>





# Social Obligations

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
We will ensure our communications and processes are accessible to a broad audience by April 2016.	All communications, assistance and procedures are published on our website.	★★★★★
We will consider adopting the British Standard in Inclusive Service or an equivalent standard as a measure to assure our customers that our services are fair and accessible to all.	We have continued to achieve BS 18477 for five consecutive years in RIIO-ED1 which demonstrates that we are continually improving and moving forward in the provision of services for all customers, in particular those in vulnerable situations. We aim to continue with BS 18477 and look to achieve this again in 2020/21.	★★★★★
We will store vulnerability packs containing fresh water, blankets, food and torches in our depots.	Since 2015/16 we have stored vulnerability packs in our depots and additionally we introduced our Customer and Community Welfare vans in SEPD, which attend and provide support during Planned and Unplanned Supply Interruptions (PSIs) – providing hot water, hot food, foil blankets, torches, etc. In SHEPD we use externally contracted welfare and catering vans to provide the same support. Additionally we secure support from local businesses and communities as required during prolonged power cuts. In 2019 we also entered into arrangements with Just Eat.	★★★★★
All customer facing staff will receive training in identifying and supporting vulnerable customers.	Vulnerability training was developed by our Networks training team in 2015/16 and was rolled out to over 2,400 customer facing staff. In 2017/18 it was incorporated into our Induction training programme to ensure all new Customer Contact Centre staff receive training. Customer Contact Centre staff also receive on the job training regarding vulnerable customers and our Priority Services Register. In addition, in 2019/20, following staff and customer feedback, we have provided enhanced training on specific vulnerabilities such as dementia to 140 staff.	★★★★★
To help us to respond to vulnerability caused by power outages, we work with emergency planning groups (whose membership includes the police, fire service, NHS local authorities, Community/Parish Councils) to develop resilience plans. These plans help communities to have strategies in place to cope with unexpected and prolonged power cuts. To have 100 resilience plans in place for communities by 2023.	Within SEPD and SHEPD we provide valued input to community resilience plans held by the responsible community leads but we are not the custodians of these plans. In SEPD we continue to provide input to and engage on 54 resilience plans with community and parish councils. In SHEPD there is a similar approach working closely with community councils in Moray, Aberdeenshire, Shetland, Highlands and Islands, Lochaber, Dundee, Angus, Argyll and Bute, Stirlingshire and Perth and Kinross.	★★★★☆
100% of our domestic customers will be aware of our PSR by March 2023.	We continue to highlight and broadcast details of our PSR to customers through various channels and campaigns, including targeted advertising at hospitals and healthcare facilities and to those who are recent patients. Through the initial period of RIIO-ED1 there has been a continuous increase each year in PSR registrations from 487,202 in 2015/16 to 746,821 in 2019/2020.	★★★★☆





# Social Obligations

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
<p>We will use research data to understand who uses our service and build partnerships to enable us to address consumer vulnerability at different points in our service by April 2023.</p>	<p>Two customer surveys have been completed by the research company Social Market Research. The first was the Annual Domestic Survey involving over 2,000 customers and the second was a PSR Survey involving over 600 PSR customers. The output of both surveys has been used in conjunction with other stakeholder feedback to shape the delivery of our services. Output has provided an insight into customer perception of our business, the service we provide and the expectations of our customers. We have also commissioned the Centre for Sustainable Energy (CSE) to produce a detailed report, providing a break down of vulnerabilities in each of our operating regions and identifying which geographic locations are likely to be underrepresented on our PSR. We also reviewed poverty statistics for each of our regions, providing a clear picture of fuel poverty levels in the communities we serve. The report identified five underrepresented groups including people leaving hospital; people unable to communicate in English; people with hearing or speech difficulties; people who use the Careline/Telecare service; and people with developmental disabilities. A number of actions were taken forward as a result of this information and have helped increase PSR registration within each group. More information is available in our annual Stakeholder Engagement and Consumer Vulnerability Report.</p>	<p>★★★★☆</p>
<p>We will engage with target communities in 'at risk' areas – including areas with high fuel poverty levels – to trial and establish energy efficiency measures as a cost-effective tool for managing distribution networks, enabling the deferment of reinforcement costs and delivery of customer benefits. While customers in 'at risk' areas will benefit directly, all customers will benefit if demand management to defer reinforcement is achieved. We will trial and evaluate innovative methods of interacting with and providing advice to communities about ways to manage electricity consumption. We will share our findings from trials with the industry and other interested parties, using them to inform business as usual practice.</p>	<p>We have built on learning from our project Solent Achieving Value from Efficiency (SAVE) where the purpose was to evaluate the potential for domestic customers to actively participate in improving the resilience of electricity distribution networks and thereby defer the need for traditional reinforcement through energy efficiency measures. Working with National Energy Action (NEA), we identified opportunities for Social Constraint Managed Zones (SCMZs) where community and community organisations can receive payments for helping ease constraints on the local electricity network as an alternative to network upgrades. In July 2019, two workshops were held to generate interest in this proposition. From these engagement sessions nine interested parties moved forward to the procurement phase. As at 31st March 2020, one partner had contracted to participate in the SCMZ.</p>	<p>★★★★☆</p>
<p>We will routinely advise domestic customers of the Energy Saving Trust website and helpline either during calls or within literature we produce so that they can access help relating to energy efficiency advice around the home; and help which is available through energy supply companies or Government Initiatives. If deemed appropriate to the situation, we will encourage staff to let the customer know of a third party who can help them e.g. if the customer indicates during a call that they are experiencing financial difficulty and would benefit from money advice. We will have an appropriate database of free to use, third party reputable organisations that can advise customers on non-energy related issues (e.g. debt advice or feelings of isolation) by April 2018.</p>	<p>All Contact Centre staff have access to the Guidebook detailing contact information for signposting customers who indicate they are having financial difficulties and require money advice. The Guidebook is now part of our business as usual procedure. As a result we have seen a 79% increase in referrals to organisations such as YES Energy Solutions and Home Energy Scotland (HES) linked to advice given in 2019/20. In relation to wider field operations, CCAs and CRMs can proactively offer YES and HES referrals to customers when on site at customer premises. The Guidebook also provides wider advice for different types of vulnerability e.g. for customers who may be feeling lonely and isolated and need emotional support.</p>	<p>★★★★★</p>





# Social Obligations

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
<p>We will develop an escalation process which ensures that all customers are provided with the correct level of support for their needs. We will understand the impact of the wellbeing gap between power loss and restoration and how we can best target our help and support with processes in place by April 2018:</p> <ul style="list-style-type: none"> <li>• Escalation Process</li> <li>• Understanding of the wellbeing gap</li> </ul>	<p>Since the outset of RIIO-ED1 we have refined our PSR process and continue to do so based on customer and stakeholder feedback. There has been a continuous improvement each year in PSR numbers from 487,202 in 2015/16 to 746,821 in 2019/2020. Within the PSR framework we have an escalation process to ensure we capture the required support levels for customers particular wellbeing needs during a loss of power. Utilising a customer vulnerability tool and increased PSR campaigns we are continually gathering information and processing escalations. The mapping tool is also helping us provide information on fuel poverty work and services. In 2019/20 we saw a change in how we prioritise and assist our vulnerable customers who could be affected by a power cut using medical equipment for example, and created the PSR1+ list resulting in 27,217 customers captured in this category.</p>	<p>★★★★★</p>
<p>We will do all this and more, while reducing our part of the electricity bill by 10% in 2015 and having only inflationary increases thereafter.</p>	<p>In 2015/16 for SHEPD our part of the electricity bill reduced by 9% relative to 2012/13, the benchmark year for RIIO-ED1, and for SEPD it reduced by 16%. In 2019/20 the average annual distribution use of system charge for a domestic customer remained the same in SHEPD and reduced by 2% in SEPD relative to 2018/19. We have broadly met our commitment at the start of RIIO-ED1 and also in terms of ensuring less than inflationary increases thereafter.</p>	<p>★★★★☆</p>
<p>Every year we will publish our resilience plan so you know what we will do in the event of a power cut.</p>	<p>Our approach to resilience focuses on two parts:</p> <ol style="list-style-type: none"> <li>1. Partnerships and communication, particularly with priority customers, in the event of unplanned power cuts.</li> <li>2. How we prepare and respond to prolonged power cuts.</li> </ol> <p>To support both, each year we carry out a 'Get ready for winter' campaign which raises awareness of how our customers can build their resilience during power cuts, helping them prepare for winter and what to do in the event of power loss, particularly those who find themselves in a vulnerable situation. This information is communicated via our website, digital and online platforms, our social media feeds, TV advertising, newspapers, local radio and leaflet drops. In addition, we publish a 'what we do for you' document which explains SSEN's preparation for power cuts, management of staff levels, and maintenance and upgrades carried out to boost the resilience of our electricity network. External communications to stakeholders and media throughout the year also shows the support we give to our customers through the Resilient Communities Fund, which enables communities who are successful in their applications to build on the aforementioned assistance given by SSEN and further equip them to deal with adverse weather events.</p>	<p>★★★★☆</p>



# Safety

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
We will engage across the community to help keep people who are at risk of inadvertently coming into contact with our overhead lines or underground cables safe and we will maintain a high awareness of our equipment and operations as a hazard to the public. This will include using innovative ideas to better inform the agricultural community about the dangers of overhead lines on their lands.	We continue to work closely with customers, communities and stakeholders to highlight the dangers of working, operating and playing near our infrastructure. Our seasonal and targeted safety campaigns such as the 'Look Out, Look Up' campaign, this year including construction activities, received National press and trade magazine coverage. The supporting video received 356,000 views on social media with a similar number of Tweets and Posts. In the SSEN licence areas the 2019/2020 year recorded a 10% reduction in incidents involving machinery striking the overhead network. Helping school aged children understand the risks of playing near electricity infrastructure continues at a local level, with our Regional advisors supporting the delivery of safety information to 500 school children, in partnership with education providers. In addition just under 50,000 children have interacted with our Power Pack Pals learning sessions.	★★★★☆
We will ensure full engagement and planning with suppliers to safeguard the rollout of the Smart Meter programme.	SSEN continues with a series of bi-lateral engagement meetings with suppliers and their meter operators. This tends to occur quarterly for the largest four suppliers and bi-annually with other suppliers. However, the frequency of meetings is always adjusted as required. SSEN also continues to participate in Industry Forums where issues associated with the roll out of smart meters and requirements for network support e.g. service termination defects (including Smart Meter Interventions) are managed.	★★★★☆
We will ensure we have sufficient, appropriately trained staff available to meet requirements of the additional work load anticipated where we will be required to assist suppliers to install Smart Meters at an estimated 185,000 locations.	Throughout the RIIO-ED1 price control period we have monitored the resources that SEPD and SHEPD need to provide to support Smart Meter installations in line with the national programme and the support required in the event of meter failures and isolations. We have 114 trained staff in SEPD and 46 staff in SHEPD that can support these activities when required. We continue to monitor future requirements through bilateral meetings with suppliers and industry wide sessions.	★★★★☆
We will implement proactive measures to reduce the likelihood of copper theft and to protect those involved.	We have an established in-house National Security Inspectorate certified Alarm Receiving Centre (ARC) where images and alarms are monitored 24/7, this aids with immediate security interventions. We also continue to work with local police forces and communities to identify potential high risk areas. Additional training of staff in relation to evidence preservation and reporting has been completed with relevant staff and is continuously refreshed. Our theft of copper levels have remained relatively low in real terms across RIIO-ED1. In addition SSE currently holds the Chair position of the E3C Security Task Group where the national metal theft picture is regularly discussed and monitored through the metal theft database.	★★★★☆
Our behaviour-based Safety Family concept will be deployed across our business and contracting workforce.	Within main report page 16	★★★★☆
Security at 500 substations will be improved at a cost of £9.8m.	To date we have completed security enhancements at 210 substations in SHEPD and SEPD costing £1.98m which includes closed circuit television cameras, intruder detection systems, reinforced wire fencing and high security locking arrangements. We continue to identify opportunities to improve site security at our sites where appropriate and commensurate with the risk level.	★★★★☆



# Safety

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
We will increase the height of our overhead lines. In 2008 we agreed a risk based plan with HSE to increase the height of 26,000 overhead line sites over 12 years. This has been accelerated with the intention to complete in 2018.	We completed the initial commitment of increasing the line heights at 26,000 locations within our network up to the end of 2019. In this exercise we found another 1,400 locations that require intervention, we will progress with the additional sites in the remainder of the RIIO-ED1 period.	★★★★★
We will underground some overhead lines using a risk based approach.	To date we have undergrounded 210km which has improved IIS to circuits prone to bird strike and trees falling on lines.	★★★★☆
We will address safety issues created by third parties by setting up a routine inspection procedure for visiting active sites and educating those involved in safe digging techniques.	We work closely with customers connecting to our network at the start of construction projects, providing assistance on best techniques when working closely to our apparatus to maintain safe working distances and practices. Where appropriate we carry out additional inspections to ensure measures to mitigate risk are in place. Through our network of Customer Relationship Managers within regions we also participate at local agricultural shows, exhibitions, etc., to highlight the dangers of working in the vicinity of our infrastructure and give advice and guidance on safe practices. By way of example, promotion of our annual 'Look up, Look out' campaign continues with the agricultural and forestry industry.	★★★☆☆
We will develop a detailed procedure that explains what is expected of staff in specific organisational roles and how we will manage the process of restoring customer supplies during periods of adverse weather.	Both SEPD and SHEPD utilise a singular 'Storms Manual' to manage adverse weather events. Within the manual there are clearly defined roles within the Operational sphere, Customer Contact Centres and Control Rooms working in harmony during such events. Additional non operational staff and contractors are allocated roles within the manual. After each event a lesson learned review is completed and the 'Storms Manual' is updated as part of a continuous improvement process.	★★★★★
We will continue to engage with National Skills Academy for Power (NSAP) to ensure the training standards for new meter operatives are appropriate and that the safety elements of training modules fully meet our requirements.	'Meter Operation Code of Practice Agreement' (MOCOPA) is an established agreement between the Electricity Meter Operators and DNOs to ensure that meter operatives have the necessary training and authorisations to install metering within our networks. We feedback to National Skills Academy for Power (NSAP) through industry forums and bi-lateral meetings best practice and any issues with training and practices.	★★★☆☆
Having the best safety record in the industry won't make us complacent. We will keep looking for new ways to keep you safe around our equipment.	Within main report page 17	★★★★☆



# Environment

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
We will work more sustainably to reduce our Business Carbon Footprint and the impact of our assets on the environment.	Within main report page 19	★★★★☆
We will undertake no more than 0.5 business flights per employee per year.	The number of flights taken by staff up to the end of 2019/20 has been variable. In the initial years of the price control period we met the target. However, in the last two years the number of flights have increased. This is mainly due to increased project activity between our SHEPD and SEPD areas. The average flights per employee in the first five years of RIIO-ED1 is 0.64. We continue to explore and utilise other ways of working to help minimise flights e.g. Skype and Teams. We still aim to meet the target by the end of the price control period, thereby reducing our carbon footprint.	★☆☆☆☆
We will reduce the average mileage of SSEPD cars by 10%.	One of our largest emissions is from our vehicle fleet for business transport. Our focus throughout RIIO-ED1 is to reduce the average mileage of our business cars. In 2012/13 our average mileage was 7,118 miles per vehicle and this has reduced annually to an average mileage level of 4,709 in 2019/20. We are significantly below the target set and will continue to remain ahead of target for the remainder of RIIO-ED1. Further information about this commitment and the CO <sub>2</sub> e reduction is available in our annual SSEN Environment Report at <a href="https://ssen.co.uk/DistributionPriceControlReview">ssen.co.uk/DistributionPriceControlReview</a> .	★★★★☆
We will reduce the rate of leakage of installed SF6 by 15%.	Unfortunately both networks are behind the target. However, given improvements in data in RIIO-ED1 we now believe targets were set at inappropriate levels and we are now looking to reset targets for RIIO-ED1. That aside, during 2019/20 we implemented a new strategy to minimise SF6 leakage from switchgear. Intervention focused on targeted removal and repair e.g. focusing on specific circuits. Overall we saw early benefits from this with a reduction in SF6 of 19.39% in SEPD relative to 2018/19. The benefit to SHEPD was reduced slightly following a small number of incidents.	★☆☆☆☆
We will replace 76km of fluid filled cable and 'tag' our 25 worst performing circuits on an annual basis during the RIIO-ED1 period resulting in minimum 15% reduction in oil leakage.	In 2019/20, SHEPD delivered a reduction of 81.44% and SEPD delivered a reduction of 17.34%, relative to 2018/19, in oil required to top up fluid filled cables. Improvements are largely due to work carried out in 2018/19 to update processes surrounding collection of data resulting in more cables being tagged. Data helped identify circuits requiring replacement. Although further work is required to deliver RIIO-ED1 commitment to reduce levels by 15% relative to 2012/13, we are on track to achieve this by the end of RIIO-ED1.	★★★★☆
We will better understand the energy use of our customers and work with customers to reduce their overall energy use, especially at peak times, taking advantage of smart metering as part of this process.	In May 2019 SSEN concluded the Solent Achieving Value from Efficiency (SAVE) project. This is an NIC project run by Scottish and Southern Electricity Networks (SSEN) and partnered by the University of Southampton (UoS), DNV GL and Neighbourhood Economics (NEL). The innovative programme evaluated the potential for domestic customers to help improve the resilience of the electricity distribution networks, thereby deferring or avoiding the need for reinforcement, through energy efficiency measures which would also deliver benefits for the customer in terms of lower energy use and bills. Full details are available at <a href="https://save-project.co.uk">https://save-project.co.uk</a> . This has been instrumental in shaping developments going forward.	★★★★☆





# Environment

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
We will use new sources of data to create better models that allow us to analyse and track losses and target loss reduction.	Within main report page 20	★★★★☆
We will continue to provide standby generation on the Scottish Islands.	We still continue to maintain our fleet of Embedded Generation on our Scottish Islands to help maintain security of supply.	★★★★★
In order to demonstrate our commitment to continual improvement in managing our environmental impact, we will publish our Environmental Impact Report on our website. The first report will be published in Summer 2015 and will cover 2014/15.	We publish our Environmental Report annually on our website. The report sets out how we manage our impact on the environment.	★★★★★
We will work with communities to reduce the visual impact of up to 90km (60 miles) of overhead lines in National Parks, AONB and NSA: • SEPD – 42km • SHEPD – 48km	The work carried out in this area is driven by stakeholder requests, using a nomination scheme. In response to requests received to the end of 2019/20, we have removed 4.52km in SHEPD and 10.92km in SEPD. We also have a further 50.76km nominated and under review.	★★★★☆
We will continue with our successful programme of replacing current equipment with lower loss equipment on an end-of-life basis and with optimal configuration of the network.	We have been upsizing cables and transformers to reduce distribution losses since the start of RIIO-ED1. Full details are provided in our Losses Strategy and Environmental Report. Specifically, for cables we have upsized 98.5km cable in SHEPD (55.8km at LV and 42.7km at HV), and 156km cable in SEPD (78.2km at LV and 77.9km at HV) which has reduced losses by over 7,500MWh. In addition to this we have completed other losses saving interventions, including upgrading areas of our network from 6.6kV to 11kV.	★★★★☆



# Connections

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
We will make improvements to the website including a smart online application form for new connections, an online payment system and online project tracking. This will improve the availability and usefulness of the information relating to the provision of connections for minor connections customers.	We have made numerous improvements to our website. Customers can now raise online new connections applications, make online payments and track the progress of jobs step by step. We have also redesigned the pre-application journey on our website to make it easier for customers to find items relevant for them.	★★★★★
We will expand the connections call centre and improve the connections customer service training programme.	Over the first five years of RIIO-ED1 we have invested heavily in customer service training. Initially, we focused on the basics but have since extended this to provide a business wide complaints training programme and enhanced vulnerability training for key customer service staff, including specialist training from charities such as Dementia UK and other partners. All training is revisited annually with a suite of e-learning.	★★★★★
We will reduce the average number of working days to provide a connections offer.	Within main report page 22	★★★★☆
We will publish on our website an Annual Connections Report that sets out performance in relation to targets and continual improvements to the service provided to ICPs, making it easy for large customers to choose alternatives and will show how SSEPD will continue to promote an open and competitive market.	Our ICE Report is published annually. This sets out the commitments made to stakeholders under our ongoing engagement programme and our performance in delivering these commitments. This includes in relation to ICPs and developing competition as relevant.	★★★★☆
We will facilitate an open and competitive market by improving the information that is publicly available.	Within main report page 23	★★★★☆
We will ensure the network is ready for the changing nature of connections and increase the number of connections that will be able to export and absorb electricity and the impact this will have on the network.	The number of connections has been lower than we had anticipated in our RIIO-ED1 Business Plan. This has resulted in lower than anticipated Load Related Expenditure. Also network investment incorporating smart and innovative solutions, rather than traditional reinforcement, has been used in a number of cases. That said, further investment is planned for the remaining three years of the price control period to bring expenditure more in line with original forecasts.	★★★☆☆
We will proactively identify applicants (minor connections) who are unsure or unable to fully complete their application. Trained staff will communicate with these customers at an early stage to offer advice and assistance or assist customers in finding an alternative provider to do the remaining work when they prefer to do so.	We have a dedicated team who manage Connections applications and provide a range of information across various communication channels. Access to a dedicated team of highly trained staff is achieved via an online portal, telephone or in writing as well as through Facebook and Twitter. Our team is able to provide a wide range of support including one to one assistance, 'how to' guides, videos, etc. We are also fully compliant with Competition in Connection requirements and ensure all customers are provided with 'You have a Choice' information outlining the role of ICPs as well as links to accredited lists of NERs and accredited ICPs on our website. Our 'All works' quotes are fully convertible meaning all customers have the option of engaging ICPs to complete contestable work and accepting SSEN's non-contestable part of their quotation only, or both.	★★★★☆



# Connections

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
We will carry out site visits to minor connections customers to provide a quotation 'on-the-spot' using new technology where we can. This will include routine follow up calls and extend mobile working practices to delivery engineers to speed up delivery of connections projects.	We continue to support our minor connection quoting through site visits where there are technical queries or further information required. We continue to review how to best serve our customers and ensure access to trained staff to answer any queries. We have delivered significant improvements in time to connect in 2019/20.	★★★★☆
We will update the minimum design requirement in each of the relevant connection offers in recognition that even if that connection does not involve Low Carbon Technology (LCT), it is likely that in the future the customer may wish to adapt this connection, or a different customer may take over the property and wish to introduce LCTs. We will fund the network impact of the uptake of LCTs through innovative solutions and implement minimised costs for existing customers who adopt LCTs.	We now provide a 100A single phase supply to all new standard domestic connections to ensure it is possible to easily adopt LCT in the future.	★★★★★
We will provide connections for large scale embedded renewable generation in a timely and cost-effective manner.	We continue to provide timely and cost effective connections for renewable embedded generation and work closely with Customers, Transmission Asset Owners and the Transmission System Operator to manage and remove constraints where they occur. We have also been instrumental in promoting Active Network Management solutions to connect customers quicker and often at lower cost. We were the first DNO to implement a scheme covering a wide geographic region on Orkney and now provide ANM solutions as part of our minimum scheme. We have also been at the forefront of developing the flexibility service market, removing constraints for new customers through commercial arrangements with existing customers. During 2019/20 we implemented a 'Tipping Point' product where SSEN contact customers who will be required to pay significant reinforcement costs as part of their connection offer; we share with them the level at which they could connect without reinforcement to help reduce costs. This provides customers with an early opportunity to assess the impact on their project. We have connected 283 MVA of renewable generation since the start of RIIO-ED1.	★★★★☆
We aim to deliver a Connections Guaranteed Standards Performance of 100% over the RIIO-ED1 period.	While we aim to achieve the 100% target, it is recognised this is difficult to achieve. As we are just slightly below, with SEPD averaging at 99.5% and SHEPD at 99.9%, we believe in all material respects this is on target.	★★★★☆
We will continue to work with our partners, including Community Energy Scotland, to streamline the connections process for community renewable energy schemes and improve our communication with communities by acting on feedback received through stakeholder engagement.	We continue to work with a range of partners to streamline and improve the process for connecting Community Energy Schemes. With partner input we have developed our Community Connections Guide. We have also worked across the industry with Regan SW to produce two Community Innovation Guides which have been endorsed by the ENA. Wider support is provided to Community Association Groups through regular attendance at events, allowing direct engagement and feedback. Through our Account Management function we also provide bespoke advice and information to individual Communities.	★★★★☆





# Connections

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
<p>If you apply for a new electricity connection and a team member has not been in touch within three working days, then we will pay you £20.</p>	<p>The driver for this commitment was to improve the time taken to issue quotations to our customers by having an initial discussion with the customer to ensure that we have all of the information that we need. Since the start of RIIO-ED1 we have implemented a number of changes to our processes which mean the time to quote has improved significantly, with the average time taken to issue an LVSSA quotation being 3.26 working days in SHEPD and 3.01 working days in SEPD in 2019/20.</p>	<p>★★★★☆</p>
<p>We will work with local authorities and housing associations to anticipate where there are likely to be large volumes of new or low carbon technology connections to our network. This will allow us to apply innovative network solutions to minimise network reinforcement costs whilst also ensuring timely connections. We will defer network reinforcement on at least one circuit by working with a community to manage electricity consumption through energy efficiency and low carbon technologies by April 2018.</p>	<p>We continue to work with Local Authorities to identify and support the uptake of LCT connections. We have worked with Dundee Council on their Connected Energy Project which included the UK's first EV charging hub of 22kW and 50kW chargers and through our support to Project Leo in Oxford we continue to gain understanding of the challenges associated with LCT uptake and the move to DSO. In 2019/20 we initiated an NIA project, RESOP, which looks to develop a framework to model network adoption of LCT from a whole system perspective in order to better understand future network requirements. An example of where we have deferred network reinforcement is on the Isle of Wight, where we have implemented an ANM system in July 2016 to allow the connection of renewable generators to what would otherwise have been considered a full electrical network. This was done through the deployment of an Information Communications Technology later over the existing electrical network layer.</p>	<p>★★★★☆</p>
<p>We will invest £29.1m to upgrade the network to ensure the needs of Distributed Generation customers are met.</p>	<p>The needs of Distributed Generation (DG) customers to be able to connect and export power onto the network is fundamental to meeting net zero targets. At the outset of RIIO-ED1 we identified a number of points on our network that would require reinforcement to provide the necessary capacity. We committed to actively seek innovative and market based solutions to address these needs where it was economic and efficient to do so. To date we have spent £20.1m in SHEPD upgrading the network. The use of Active Networks Management and flexible connections have helped reduce the need for reinforcement while also allowing customer to connect quicker and at lower cost. We continue to work closely with DG Stakeholders to understand their needs and develop solutions. More information is available at <a href="http://ssen.co.uk/GenerationConnectionsHome">ssen.co.uk/GenerationConnectionsHome</a>.</p>	<p>★★★★☆</p>



# Customer Satisfaction

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
We aim to have zero complaints upheld by the Energy Ombudsman during the RIIO-ED1 period.	We have had no complaints upheld by the Energy Ombudsman in the RIIO-ED1 period to date.	★★★★☆
We will publish on our website a Looking Back Report of customer service and performance against commitments.	We annually publish a number of reports which reference our customer service and performance against commitments. We do this through this annual report, but also through our Stakeholder Engagement and Consumer Vulnerability Submission to Ofgem and our Incentive on Connections Engagement Looking Forward and Looking Back Report.	★★★★★
We will maintain ongoing dialogues with all customers who request regular updates on what we are doing.	Within main report page 25	★★★★☆
On our website we will publish an Annual Engagement Plan setting out engagement topics for the following 12 months, with the first to be published in January 2014.	Our engagement topics are published annually within our Stakeholder Engagement and Consumer Vulnerability Submission and Incentive on Connections Engagement Looking Forward and Looking Back reports.	★★★★☆
We will continue to expand the ways in which customers contact us and make it easier for them to do so. This will include developing our website to include a live chat and translation service. We will do this while remaining alert for changes in customer expectations.	We have been successful in developing a number of channels for communication in RIIO-ED1. In addition to traditional methods such as telephone, letter and email, customers now have access to Live Webchat and Social Media (including Facebook, Twitter and Instagram). We have also launched WhatsApp as a contact channel. Progressive steps have also been made to provide self-help tools on our website, including the digitalisation of forms, meaning customers can request services without calling us. We have also launched a translation service that our teams and customers have access to 24/7.	★★★★☆
We will provide an extensive customer service training exercise for all customer facing staff. This will include always leaving contact details with the customer, checking the customer is satisfied before leaving site (in social hours only) and asking customers to give feedback about service so that real time customer comments can be recorded. We will open up our depots and have colleagues readily available and trained to deal with customer enquiries.	Over the past five years, we have invested heavily into customer service training. Initially, we focused on the basics within this commitment, but have since extended this to provide a business wide complaints training programme and enhanced vulnerability training for key customer service staff, including specialist training from charities such as Dementia UK and other partners. All training is revisited annually with a suite of e-learning.	★★★★☆
To provide consistent, accurate information we will make alterations to the back-office systems which will allow improved detail and local information given in pre-planned interruption letters and give customers personalised and area-specific message by phone and text.	A number of improvements have been made to our back-office systems to enable this commitment. All customers affected by Planned Outages now have access to information with specific reasons related to their area and the work we're completing.	★★★★☆
All employees will participate in regular training teams and improvement initiatives including learning teams (to include cross skilled sessions involving field operatives and customer contact staff) and a programme where standby staff visit the Control Room and Customer Contact staff spend time with supply restoration teams to build relationships and understand how we respond in a power cut.	Engagement sessions now take place with Customer Contact Centre staff sharing best practice. We have also set up a Continuous Improvement Working Group, looking at our processes and how improvements can be made. All staff are encouraged to spend a day in the field with a supply restoration engineer to see what is involved. Annual network appreciation courses are also available to staff. Finally, depot staff are encouraged to visit the control room, however this has been suspended as a result of COVID-19 to protect critical functions and team members.	★★★★☆





# Customer Satisfaction

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
We will utilise a robust four step process for handling complaints and providing customers with a one stop shop for customer contact and complaints. We aim to resolve 70% of complaints within one working day of receipt.	Since the introduction of a simplified customer complaints process we have maintained a response rate above 70% for a number of years, culminating in an overall rate of 89.09% (2019/20) to resolve customer complaints within 1 working day.	★★★★☆
A new telephony system will be implemented, which will allow customers to register their preferred method of communication (including telephony, text or social media). This system will also allow customers to grade the call at the end, providing real-time feedback and allow for immediate follow up for the customer.	Customers are able to provide a preferred method of communication when they contact us. We will ask how they wish to be contacted e.g. by telephone, SMS or through one of our digital channels.	★★★★☆
We will continue to seek customer views on service, connections, reinforcement and reliability, working with communities around safety and awareness across our network.	Within main report page 26	★★★☆☆
We will allow the use and recording of stakeholder feedback from mobile devices as part of the 'Feedback and Procedure Change' mechanism.	We continue to seek feedback from stakeholders through a number of methods. In 2019/20 methods such as email, verbal and social media contacts were further expanded to include the use of electronic voting at face to face workshops and Slido.	★★★☆☆
We will expand the Stakeholder Engagement team from seven people to 12, including social media and website management staff.	We now have 18 full time staff dedicated to our Stakeholder Engagement Team which includes social media and website management.	★★★★★
We will develop and maintain IT systems, including ensuring appropriate data security and confidentiality.	We have an embedded IT development framework where all products must meet the internal GDPR and associated DPIA procedures prior to being placed into service. Systems that have progressed through this approach include our new asset management products Maximo and Electric Office GIS delivered in 2016 and 2019 respectively. Our Customer Relationship Management and staff scheduling Skedulo systems have been in service in the last two years and hold customer data securely.	★★★★★
We will use external experts to provide support and assurance, including an external audit which will involve a rigorous review of our stakeholder engagement data as well as examine management arrangements.	We have maintained our AA1000 SES accreditation and through interviews with both internal and external stakeholders, comprehensive external audit, the accreditation standard demonstrates our commitment to the design, implementation and communication of quality stakeholder engagement.	★★★★☆
We will commission an independent research agency to undertake additional surveys which will be comparable to our Broad Measure Scores.	To help us understand our customers better and the quality of service we provide, we have embarked on a number of additional surveys. Firstly, we now survey large connections customers with a similar question set to the regulated Broad Measure of Customer Service survey. Furthermore, in 2019/20, we introduced Touch Point Surveys, which involve SMS surveys with every customer who speaks to us. On an ad hoc basis we have completed a number of research projects with Explain and have worked with The Institute of Customer Service to complete an annual survey with customers which helps us directly benchmark against others in our industry, but also non-utility organisations such as retailers and banks.	★★★☆☆
We will join the Customer Service Network and/or the Institute of Customer Service.	We successfully achieved the Institute of Customer Service accreditation in 2017 and this is being maintained as a business as usual calibration.	★★★★★





# Customer Satisfaction

COMMITMENT	WHERE WE ARE UP TO 2019/20	STATUS
You'll be able to contact us in more and more ways that suit you. By Twitter, Facebook or however you want to talk to us.	We have been successful in developing a number of channels for communication in RIIO-ED1. In addition to traditional methods such as telephone, letter and email, customers now have access to Live Webchat, Social Media (including Facebook, Twitter and Instagram). We have also launched WhatsApp as a contact channel. Progressive steps have also been made to provide self-help tools on our website, including the digitalisation of forms, meaning customers can request services without calling us. We have also launched a translation service that our teams and customers have access to 24/7.	★★★★☆
If we do have an unexpected power cut, within 10 minutes we will be able to tell you what we are doing about it.	We endeavour to advise customers within 10 minutes of a power cut when they will be restored. In the event of a fault on our network a record is created in our Outage Management System and an estimated time of restoration (ETR) is generated based on the fault type and location. A message is then recorded and relayed to customers who call our 105 line. Information is also loaded into our Power Track app for customers who choose to access information digitally. Depending on the size or nature of the fault, an update may also be posted on our social media channels. Our PSR customers will be proactively contacted by our specialist team to ensure they have up to date information.	★★★☆☆
We want to make it easy for you to fill out a form by giving you the option of doing it online, by post, by phone or live chat.	We have made significant progress towards digitalisation of forms which are available on our website. This means that our customers can now request services through channels best suited to their needs: telephone, email, live chat or online.	★★★★★
We'll keep on asking you how we could do better and publish a report every year on what we're doing about it.	Through our various interactions with customers and stakeholders across our business activities, we take on board comments both positive and negative to improve our performance. These improvements are visible in our publications such as Incentives on Connections Engagement report (ICE) including associated looking back and looking forward reports; our Stakeholder Engagement and Consumer Vulnerability reports; and our 'Listening to our customers, informing our decisions – PSR Survey' hosted on our external website and underpinned with a variety of communication platforms.	★★★☆☆
We aim to achieve zero Guaranteed Standards failures for EGS4 (Regulation 12 – Planned Outages) and EGS8 (Regulation 17 – Appointments) during the RIIO-ED1 period.	EGS4 requires SSEN to provide sufficient notice to domestic and non domestic customers of a planned supply interruption (PSI) to their power supply. In the first five years of RIIO-ED1 SSEN completed 807,593 PSIs with 99.77% customers notified on time. EGS8 requires SSEN to offer and keep appointments with customers. In the first five years of the RIIO-ED1 we have had 97,498 appointments with 99.78% of them arranged and attended within required timescales. While we aim to achieve the 100% target of zero failures, we recognise it is difficult. With both networks delivering services within required timescales in over 99.7% of cases, we believe in all material respects this is on target.	★★★☆☆

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