



ANNUAL BUSINESS PLAN COMMITMENT REPORT 2020/21 SUMMARY



Scottish & Southern
Electricity Networks

Powering our
community



MANAGING DIRECTOR'S MESSAGE

At SSEN Distribution, we know our role is now more important than ever as we deliver on our customers' evolving expectations, play our part in a green recovery from the COVID-19 pandemic and accelerate progress to net zero.

This report summarises the performance of our two electricity distribution networks: Scottish Hydro Electric Power Distribution plc and Southern Electric Power Distribution plc, against the delivery of our RIIO-ED1 Business Plan.

In 2020/21, we reset our ambitions and refocused our efforts on areas delivering the most value for the customers and communities we serve. As a provider of an essential service, we continue to transform how we work, adjusting quickly to new ways of engaging with stakeholders and have put our customers at the centre of all that we do.

To support this, this year we've redefined our purpose and vision to sharpen our focus even more. Our purpose – **we power communities to thrive today and create a net zero tomorrow** – and our vision – **powering change with every connection** – emphasise the importance of every interaction we have with and every service we deliver for our customers both today and with the future in mind.

In 2020/21, we significantly invested in automated technology to deliver real benefits, with almost 700 successful automation operations minimising disruption by an average of 80.2 mins to over 500,000 customers.

This has delivered an overall improvement in unplanned supply interruptions over the course of RIIO-ED1, but we've also faced up to considerable challenges this year, with prolonged adverse weather and a fault with the key Skye-Harris subsea cable – the highest impact single

fault our customers have experienced since we started measuring performance.

We recognise we have an important role to play in supporting those most vulnerable in society. Our strategic approach to consumer vulnerability has supported more people than ever this year, with partnerships and programmes increasing energy efficiency referrals by 305%, and energy efficiency advice helping 63.2% more households in fuel poverty.

We led the development of PSR Scotland, a collaboration with SP Energy Networks and Scottish Water to simplify the registration process for customers joining the Priority Services Register, and expanded the number of households on our own register to 770,844. This included targeted outreach to better support underrepresented groups and enhanced mental health awareness training for c.1,000 of our own colleagues to equip them better in supporting customers.

Our safety licence 'if it's not safe, we don't do it' empowers our teams to manage their own safety and that of colleagues and customers. Our Total Recordable Injury Rate (TRIR), which tracks our safety performance, is at the lowest rate since the start of RIIO-ED1 at 0.14%. We also introduced a new measure of 'safe days', to help us remain focused on taking care of ourselves, each other and the environment, with 326 safe days achieved.

We continually seek to minimise the impact we have on the environment, and I'm pleased we've reduced technical losses across both network areas and significantly reduced our business transport emissions. We're also proud to lead by example by being the first Distribution Network Operator to have our 1.5°C science-based targets accredited by the SBTi.

We've adopted new ways of working in Connections, increasing our Connections Customer Satisfaction score to 8.93/10 and delivering on our commitment to reduce customer quote times. We also carried out extensive stakeholder engagement, holding 217 events and successfully implementing 27 ICE commitments (actions and improvements informed by connections customers).

Our focus on innovation continues to deliver tangible learning across the organisation. With 446MW of contracted flexibility in RIIO-ED1, this year we led industry efforts in the release of an industry-standard contract for flexibility services. I'm especially proud of our continued pursuit of an equitable and just transition for all, including those most vulnerable through our *Smart & Fair?* and *Equal EV* projects.

As we approach our final RIIO-ED2 Business Plan submission, we remain fully focused on delivery today, driving further improvements in the essential service we provide, and transparently delivering on our high-performance standards to meet the evolving needs and expectations of our customers as we enter into a growth phase for low carbon technology and the broader energy transition to net zero.

CHRIS BURCHELL
MANAGING DIRECTOR
SSEN





PERFORMANCE SNAPSHOT 2020/21

Scottish Hydro Electric Power Distribution (SHEPD)

Our Network

785,183 customers

served across our regions

49,349km

is the combined network length of overhead lines and cables (including subsea)

Customer Satisfaction

9.25/10 Broad Measure of Customer Satisfaction score

Zero Penalties

under the penalty only Incentive on Connections Engagement (ICE) Scheme

6.2/10 Stakeholder Engagement and Consumer Vulnerability Score
Our strongest ever score

Environmental Impact

59,584 (tCO₂e)

Total Business Carbon Footprint (excl. losses)

Finance

£188.51m

Total 2019/20 Expenditure
Expenditure was 119%
of our allowance

£114.85

Unrestricted Domestic
Tariff Charge
Excl. domestic customer rebate

Reliability

Average number of interruptions per 100 customers per year

66.23

Customer Interruptions
including exceptional events e.g. extreme weather

60.66

Customer Interruptions
excluding exceptional events

Average number of minutes a customer is off supply

55.79 mins

Customer Minutes Lost
including exceptional events e.g. extreme weather

49.80 mins

Customer Minutes Lost
excluding exceptional events

Connections

Time to quote a connection offer

3.79 days

Single Connections
average no. of working days to provide an offer

4.46 days

2-4 Connections
average no. of working days to provide an offer

Time to connect following acceptance of a connection offer

19.51 days

Single Connections
average no. of working days following acceptance

24.68 days

2-4 Connections
average no. of working days following acceptance

Innovation

SUBsense

Submarine cables are some of SSEN's most valuable assets providing a secure supply to 59 islands.

New submarine cables can be monitored using their integral fibre optical core and Distributed Acoustic Sensing (DAS).

SUBsense will install an array of DAS systems along with satellite communications systems to provide real time monitoring and alerts where there is an immediate concern with the asset integrity.

Stewart Reid, Head of Future Networks said:
"Project SUBsense is an example where SSEN have used the Network Innovation Allowance to de-risk and trial a new technology in an operational environment. By introducing this new technology in a controlled innovation project, we can fully understand and share the practicalities and quantify the benefits prior to committing to a full-scale deployment. Innovation projects such as SUBsense, is just one of a broad portfolio of innovation and is another example of a project that should bring real customer and networks benefits in the form of more reliable supplies and lower costs in the long term."

For more information: www.subsense.co.uk/



Safety

'Look Out, Look Up' Campaign

The coronavirus pandemic brought an abrupt halt to some of the traditional methods of engaging with our communities to educate on the importance of electrical safety.

We believe we should do everything safely therefore responded to utilise social media platforms to continue to promote the safety message. A review of our data identified a shift in risk areas that required additional focus on activities being undertaken in domestic situations.

We partnered with a Perthshire farmer and entertainer, Jim Smith, to help continue promoting our message to agricultural communities and ran a series of short videos with him speaking about farm safety.

For more information: https://youtu.be/c6To6C_ZzDw





PERFORMANCE SNAPSHOT 2020/21

Southern Electric Power Distribution (SEPD)

Our Network

3,110,203 customers

served across our regions

78,149km

is the combined network length of overhead, underground (including submarine) cables and lines

Customer Satisfaction

8.58/10

Broad measure of Customer Satisfaction score

Zero Penalties

under the penalty only Incentive on Connections Engagement (ICE) Scheme

6.2/10 Stakeholder Engagement and Consumer Vulnerability Score
Most improved DNO for the second year running

Environmental Impact

24,823 (tCO₂e)

Total Business Carbon Footprint (excl. losses)

Finance

£316.69m

Total 2019/20 Expenditure
Expenditure was 113%
of our allowance

£60.52

Unrestricted Domestic
Tariff Charge
Excl. domestic customer rebate

Reliability

Average number of interruptions per 100 customers per year

48.11

Customer Interruptions

including exceptional events e.g. extreme weather

47.17

Customer Interruptions

excluding exceptional events

Average number of minutes a customer is off supply

43.07 mins

Customer Minutes Lost

including exceptional events e.g. extreme weather

41.74 mins

Customer Minutes Lost

excluding exceptional events

Connections

Time to quote a connection offer

3.56 days

Single Connections

average no. of working days to provide an offer

5.47 days

2-4 Connections

average no. of working days to provide an offer

Time to connect following acceptance of a connection offer

41.99 days

Single Connections

average no. of working days following acceptance

54.35 days

2-4 Connections

average no. of working days following acceptance

Innovation

Smart Hammer

SSEN's Smart Hammer project has been developing a new tool to identify the condition of wood poles. This project has progressed from factory testing to a full field trial across our network.

The project aims to establish the technical and commercial viability of using a Smart Hammer, with accurate and repeatable results to help detect internal rot or damage to wooden poles, contributing to our overall network reliability. It aims to identify if the Smart Hammer is a consistent and reliable alternative to wood pole inspections, through evaluating its efficiency and accuracy in identifying poles that need secondary testing.

Kevin Dennis, Project Manager for Smart Hammer said:

"Smart Hammer provides an innovative opportunity to improve on a process that every network operator experiences. More detailed, accessible and consistent data will allow overhead linesperson and line inspectors to better assess overhead line poles in a cost-effective manner.

If the trial across our north and south distribution areas is successful, we hope it will lead to widespread adoption of Smart Hammer, allowing for more efficient testing procedures throughout overhead assessment teams."

For more information: <https://ssen-innovation.co.uk/nia-projects/nia-ssen-0044-smart-hammer/>



Safety

'Watch Out, Cables About'

In addition to approaching our agricultural communities, we engaged more heavily with DIYers, gardeners and small building contractors to promote electrical safety for those carrying out domestic projects during the lockdown period and as it eased.

Supporting the Energy Networks Association Public Safety Committee, we released two videos to promote discussion and highlight the dangers of underground cable strikes for domestic and commercial activities. The first short video featuring Tommy Walsh, a well-known personality, speaking about gardening projects and warning about the dangers of striking a buried cable. The second video was slightly longer and hard-hitting, with a more serious outcome, and attempted to educate on the importance of carrying out pre-start checks for buried apparatus and cables.

To help promote gardening safety we arranged postcard drops reminding people carrying out excavations to "Watch Out, Cables About" and informing them of routes to take to obtain plans and records from their Network Operator.

For more information: <https://www.energynetworks.org/newsroom/stay-safe-and-think-before-you-dig-says-star-of-ground-force-tommy-walsh>
And <https://youtu.be/4dSd21BazF4>





SUMMARY OF OUR COMMITMENTS

SSEN has provided details within this report of its core 12 commitments. There are, however, a total of 110 commitments made by our company for our Price Control period. These are tracked throughout the year and details of each commitment's progress-to-plan is available in our separate report by following the link on the right hand side of this page.

A full index of our 110 commitments can be found here: ssen.co.uk/DistributionPriceControlReview/

Category	Total Commitments	Below Target	On Target	Ahead of Target	Complete	Overall Status Against Plan
 RELIABILITY	27	4	17	3	3	★★☆☆
 SOCIAL OBLIGATIONS	23	0	11	3	9	★★★★☆
 SAFETY	12	1	8	1	2	★★☆☆
 ENVIRONMENT	11	3	5	1	2	★★☆☆
 CONNECTIONS	15	1	10	0	4	★★☆☆
 CUSTOMER SATISFACTION	22	0	10	3	9	★★★★☆
Total	110	9	61	11	29	★★☆☆

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Media enquiries should call SSE's Press Office:
+44 (0)345 0760 530



Investor enquiries should be emailed:
ir@sse.com



Scottish & Southern
Electricity Networks

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