



# OUR FULL RIIO-ED1 COMMITMENTS

2020/21



Scottish & Southern  
Electricity Networks

Powering our  
community



# 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 2020/21. This report should be read in conjunction with our 'Business Plan Commitment Report 2020/21' 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	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	★★★★☆
<b>Total</b>	<b>110</b>	<b>9</b>	<b>61</b>	<b>11</b>	<b>29</b>	★★★☆☆



Complete



Ahead of Target



On Target



Below Target



# RELIABILITY



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
We will fund any incremental increases in Transmission Connection Point Charges (TCPC) during RIIO-ED1.	We are continuing to use our allowance of £56.6m to cover incremental increases in TCPC charges. There has not been the anticipated level of demand for connecting Distributed Generation, therefore we have not spent the allowance. 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 2020/21, we have replaced 166km of Consac cable on our network, at a cost of £17.4m. The programme has currently been paused whilst a review of value to the customer is undertaken.	★☆☆☆☆
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, where works have continued throughout 2020/21. Connection to the network is expected in 2021/22.	★★★★☆
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 Service 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 £16.03m through NIA funding to deliver 52 projects across areas including low carbon technologies, transition to Net Zero and improving network resilience and reliability. Under the NIC, we have been awarded £20.6m to deliver 2 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 2020/21 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 £80m of benefit from the deployment of innovation through initiatives including CMZ contracts, improved efficiency and capital deferral. These benefits are being reflected in our RIIO-ED2 plan to ensure ongoing benefits to our customers.	★★★★☆
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-Ullapool project is undergoing detailed design and we expect to complete the scheme within RIIO-ED1. As flagged last year, we had concerns over the value to consumers on the Lochinver project however a further review to look at a more cost effective design has identified a more innovative way to carry the project out and it is now in the design and consents phase with completion in RIIO-ED2.	★☆☆☆☆



# RELIABILITY



COMMITMENT	WHERE WE ARE UP TO 2020/21	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>The requirements for these works were based on forecast load and generation. We've seen this materialise at Grudie Bridge, Mybster and Rannoch GSPs and these works have been completed. Fyrish, Dunbeath, Cairnford, Stornoway and Finstown are no longer required due to fewer generation customers progressing with their connections.</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 around 2025. The Shetland HVDC transmission system including the mainland link is expected to enter operation in 2024, and the Grid Supply Point (GSP) connecting the distribution and transmission systems is expected to be delivered in November 2024, which will allow Shetland demand to be met by island renewables and the GB system for the vast majority of the time. In March 2021, Ofgem provisionally accepted SHEPD's recommendation for continued use of Lerwick Power Station (LPS) for standby generation during outages of the HVDC system, in conjunction with the procurement of blackout avoidance equipment or services, subject to assessment of associated costs through the RIIO-ED2 Business Plan (BP) process, to manage the disconnection and connection to the mainland GB grid during such outages in accordance with the Grid Code and P2/7. We are in the process of obtaining land for and consenting of the new GSP to be constructed close to LPS, in collaboration with SSEN Transmission. The implementation of supply via the link, in combination with the standby and blackout avoidance arrangements, will meet the licence requirement to identify and bring forward an enduring solution for Shetland. Discussions with several large Shetland stakeholders are underway as to future requirements for generation and demand continue, as we develop the new solution.</p>	<p>★★★★☆</p>
<p>We will invest £41.78m to replace 112km of submarine cables.</p>	<p>The final allowance agreed by Ofgem was £36.9m to replace 85.1km of subsea cable. So far in RIIO-ED1 we have spent £50.03m (in 2012/13 prices) and replaced 69.53km of cable on 7 projects and have plans to replace 4 more circuits in 2021/22 to give an additional 30.27km to bring the total to 99.8km replaced.</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>The resiting of Osney primary substation was completed in 2020/21. Melksham Town primary substation resiting is underway, and now expected to be completed in 2022/23. To date, we have spent £4.77m on both sites. We are delivering on our commitment and wider flood mitigation requirements despite the increasing costs.</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 date, we have replaced 10.9km of 33kV oil filled cable in the SHEPD operating area, at a cost of £2.8m. A further 9.4km is planned for the remainder of RIIO-ED1.</p>	<p>★★★★☆</p>



# RELIABILITY



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
We will reduce the number of unplanned supply interruptions by 5% and their duration by a quarter.	<a href="#">Main Report</a>	★★★★☆
We will reduce the small number of customers that suffer more than 3 power cuts per year by 30%.	<a href="#">Main Report</a>	★★★★☆
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.	The driver for this commitment was to replace all 11kV handle-operated air break isolators from our network following a fatality, replacing them with hook stick operated switches, this project has now been completed.	★★★★★
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>	Two schemes, Pollachar on Barra and Sanday on Orkney, have been completed with an investment of £5.2m. Design and work to secure consents is ongoing for the Islay and Kinloch schemes.	★★★★☆
We will invest £463m in maintaining or improving the overall capacity of our Networks: SEPD – £319m; SHEPD – £144m.	We continue to improve the overall capacity of our network where there is a clear need. Ongoing investment programmes are in place to meet our commitment of maintaining and improving capacity across our networks. Up to the end of 2020/21, we have spent £169m. We use the Load and Constraint Managed Zones (LMZ and CMZ) to help reduce the cost of improving the overall capacity of our networks. We are also improving the network data and using smart meters to understand where investment is needed. Any monies not required will be returned to customers through the relevant Load Related mechanisms or the Totex Incentive Mechanism.	★★★★☆
We will invest £56m to reduce the risk of disruption from exceptional events such as flooding or extreme weather: SEPD – £40m; SHEPD – £16m.	Current spend to date for RIIO-ED1 amounts to £50.65m, including investment in flood mitigation, black start capability, and overhead line clearances.	★★★★☆
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 all our Control Engineers can open and close from a central control centre to restore electricity supplies quicker.  This has contributed to a combined reduction of 21% in our CMLs from the start of RIIO-ED1.	★★★★☆



# RELIABILITY



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
We will invest £5.3m to replace legacy 2, 2.7 and 3kV networks.	We have now removed legacy assets from 88 substations and 13.5km of legacy cable since the start of RIIO-ED1. We are targeting the removal of the remaining 79 substations and 37.8km of cable by the end of RIIO-ED1.	★★★★☆
We will invest £1,676m to avoid deterioration of the existing level of network condition: SEPD – £1,183m; SHEPD – £493m.	We continue investment 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 £1,288m.	★★★★☆
We will invest £9.93m to improve or replace rising mains.	To date, we have spent £2.2m on rising and lateral mains (RLMs). We have completed an exercise to inspect a statistically significant sample of RLMs in medium and high rise buildings informing our understanding of the risk profile for this asset class. We have developed a strategy for an enduring inspections programme and estimated interventions required. For the remainder of RIIO-ED1 we propose to complete inspections, and any necessary repair/interventions, for the highest risk properties.	★☆☆☆☆
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 utilises live line working, where it is safe to do so. In 2020/21, we carried out 2,672 jobs working on the live line. As an additional measure, since the start of RIIO-ED1, we have increased the number of inhouse temporary generators that can be deployed during a supply interruption. Our current fleet is variable in size from 'suitcase' units to large trailer mounted generators for larger customer areas. SEPD currently has 100 x 500-30kVA generators with an additional 56 small 6kVA portable generators available in house, additionally we have an SLA with 3 external contractors to provide 105 generators in total. SHEPD holds 155 generators in house and 110 available through external suppliers. As a result we have seen a reduction of 25% in SHEPD and 4% in SEPD on the number of PSIs undertaken since the beginning of RIIO-ED1.	★★★★☆
We will be compliant with G91 and Black Start Resilience. This will involve an investment of £6.525m.	We have invested £4.5m to improve the loss of supply resilience at 567 grid and primary substations to meet Engineering Recommendation G91.	★★★★☆
We will invest £20.54m in flood mitigation works: • SEPD – £19.79m • SHEPD – £0.75m	Up to the end of 2020/21, we have spent £12.87m to help mitigate flood risk.	★★★★☆
We will continue the overhead line resilience plan which was started in DPCR5.	To date we have spent £106m on our overhead line resilience plan, which commenced in DPCR5 and concluded in 2016/17. The bulk of the activity involved tree cutting operations beyond minimum safety requirements, and included clearing around 280,000 spans along our network.	★★★★★



# RELIABILITY



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
<p>We will use Network Innovation Allowance (NIA) to trial high risk when assessing innovation.</p>	<p>In 2020/21 and throughout RII0-ED1, we have delivered a diverse and successful programme of innovation activities where we have led the industry with ground breaking projects to support the transition to Distribution System Operation (DSO) and to facilitate net zero. Projects such as E-Tourism, which looks at the impact on the network of large volumes of electric vehicles driven by tourists during the holiday season, and EQUAL EV, which has seen SSEN work with consumer groups to assess the requirements for EV charging for disabled drivers, help drive new knowledge across the industry to support the net zero transition. Our work on DSO and flexibility has been crucial in the adoption of these techniques within our business as usual (BaU) operations with ground-breaking NIA projects such as: Low Cost LV Substation Monitoring, MERLIN, TRaDER, ACCESS and Social Constraint Managed Zones directly informing our plans.</p> <p>At the same time, we have maintained our focus on driving efficiency, improving customer service, enhancing the customer experience and optimising asset performance. Innovation and NIA funding have played a crucial role. Projects such as Low Voltage Fault Location Technologies and Toucan, which have seen the development of innovative applications of acoustic technologies and thermal cameras to support LV fault location, reducing the impact of unplanned outages on customers. We have also made good progress in the early stages of the SYNAPS and Distribution Fault Anticipation projects, which are looking to utilise innovative monitoring equipment to accurately predict potential fault locations to allow intervention before these result in an interruption to supplies. All of these technologies were unproven at the start of the project, with a degree of a risk of failure. The support of the NIA allowed us to progress their development to a stage where they could be considered for BaU adoption.</p>	<p>★★★★☆</p>
<p>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.</p>	<p>With our customers facing challenges with working or being educated from home in 2020/21, we wanted to ensure we reduced the impact of Planned Supply Interruptions (PSI) as much as possible. Our planning teams took additional steps to reduce the number of customers interrupted on each outage where possible, and to contact customers before a PSI to discuss the reasons for the outage and give advice on personal resilience planning.</p> <p>In SHEPD in 2020/21, we have provided 7 days' notice or more to customers where there is a planned interruption to supply 97% of the time, and we are looking at what steps we can take to increase this to 100%. Our internal target is to provide 30 days' notice in writing to the customer, a follow up letter at 7 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 hand delivering letters to addresses that are affected, in order to provide the 7 days' notice. In both instances, we text our customers to let them know the job is complete and to contact us if they have any queries.</p>	<p>★★★★☆</p>





# SOCIAL OBLIGATIONS



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
We will ensure our Priority Services Register customers have the appropriate support for their needs during supply interruptions.	<b>Main Report</b>	★★★★☆
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 programme to recruit the skills we need to support the network and future developments within the industry. To date, we have successfully recruited 216 apprentices to complete craft roles such as linesman, jointers and fitters. To support project management and engineering aspects of our work, we have recruited and trained 157 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 3 cyber security apprentices in 2017.	★★★★☆
We will carry out further engagement with businesses to build local supply chains.	<p>Where there is a local geographic specific supply chain requirement, we develop a strategy to ensure the opportunities are shared with the local supply chain and that the approach supports them to bid effectively. This has recently been seen on the Highlands and Islands cabling contracting strategy. In addition, we have engaged and shared plans with a number of small and local supply chain providers and received very insightful feedback. The engagement also focused on sustainability. Great feedback was received and will allow us to ensure the development of our commercial arrangements with our suppliers is robust but does not discriminate against small local suppliers.</p> <p>To support the testing of the code, building on this year's success, we are aiming to pilot how we can include Social Value in tender evaluations without it disproportionately impacting the customer or SMEs. As we start to develop the Strategic Supplier Relationship Management initiative, the suppliers will be asked to demonstrate at the quarterly meetings how they will work with and support local supply chains.</p>	★★★★☆
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.	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.	★★★★☆
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%.	The restrictions of COVID-19 had a direct impact on our team's ability to get out and about face to face with our communities in order to carry out our traditional 'Be the Difference' activities. However, we looked for different ways to contribute to our community. During Christmas 2020, our Group Executive Committee agreed to donate £150,000 to charity, split between four organisations that were identified as helping people in our UK and Ireland areas of operation. The Trussell Trust, the Samaritans, Crisis and the Simon Community each received an equal share of the £150,000 from SSE. Additionally staff were encouraged to take part in SSE's Give as You Earn programme which lets staff make regular donations to a nominated charity direct from their pay. As restrictions continue to ease, and where it is safe for our staff and communities to do so, we will continue our efforts in increasing staff participation levels in 'Be the Difference' activities.	★★★★☆



# SOCIAL OBLIGATIONS



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
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.	Over the course of 2020/21, our regional Customer Relationship Managers have worked closer with Emergency Planning Officers and Local Resilience Forums than ever before, playing an integral part in the response to COVID-19. During the early stages of lockdown, through these forums, we provided updates on our Business Continuity Plan, explained how we were supporting our customers and provided updates on works which were ongoing. Our 'Warn & Inform' process, prior to expected inclement weather where we see potential for disruption to supply, remained in place. This process involves communicating to our resilience partners the expected impact or disruption. This allows the partners to take appropriate steps and evoke emergency and continuity plans as required. This process is always met with appreciation from other organisations.	★★★★☆
We will form an expert panel on consumer vulnerability to guide us on how best to identify and address consumer vulnerability on our networks.	Our External Inclusive Service Panel (EISP) was created in 2016/17 and has met three times every year. 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 panel to the next level of inclusive service and support for all our customers.  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 every 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.	★★★★★
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.	Cleansing of our PSR Customer list is now part of our business as usual process to ensure we have accurate data and information, 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.	★★★★★
We will develop new strategies to support customers with communication difficulties in all customer facing information and processes.	<b>Main Report</b>	★★★★☆
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.	All business units, areas and levels know the role they play in helping customers who are in vulnerable situations. This is borne out by embedded training, consecutive years of achieving BS18477 standard for consumer vulnerability and engagement throughout our organisation.  We have gone further than the core of commitment 93 by embedding fuel poverty and energy efficiency help alongside our consumer vulnerability strategy. This can be seen in our embedded two step approach to fuel poverty, in our SECV Part 3 Submissions, and in our continual outcomes for customers rising every consecutive year of RIIO-ED1; with nearly half the total help for households being delivered in 2020/21 alone. We keep this under ongoing review as circumstances change and some team members may need to deliver the vulnerable customer strategy in a different way.	★★★★★



# SOCIAL OBLIGATIONS



COMMITMENT	WHERE WE ARE UP TO 2020/21	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 6 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 remain committed to achieving the standard next year.	★★★★
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 internal 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. Vulnerable staff training now forms part of our training packages and is reviewed annually as part of our continuous improvement.	★★★★
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. Since 2015/16, we have worked with our resilience partners to create, test and implement over 140 resilience plans. In 2020/21, we provided support to communities across our licence areas through the Local Resilience Forums, Strategic Coordination Groups and Tactical Coordination Groups, ensuring we were supporting our communities when they needed this most. This included bringing together recipients of the 2020 Resilient Communities Fund, which had been repurposed to support community response to COVID-19, to share learning and what challenges they had experienced.	★★★★☆



# SOCIAL OBLIGATIONS



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
<p>100% of our domestic customers will be aware of our PSR by March 2023.</p>	<p>We continue 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. In SEPD, we arranged advertising through the 'Smile' inpatients magazine, giving details of support available. 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 770,844 in 2020/21.</p> <p>Working with The Centre for Sustainable Energy (CSE), our Customer Mapping Tool and our PSR data, we produced detailed reports showing the spread of vulnerabilities in each region and identifying geographic locations which are most likely to be underrepresented on our PSR. This allowed us to target PSR promotion at a time where face to face engagement was limited. This year we became the first DNO to promote the PSR through Spotify.</p>	<p>★★★★☆</p>
<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>In 2020/21, we have carried out 1,500 online surveys, 100 telephone surveys and 600 in-depth telephone surveys with PSR customers to gather insight into service provision and the affordability of electricity costs. In September 2020, we held our first dedicated Consumer Vulnerability workshop, attended by 57 stakeholders representing 50 organisations, which focussed on how we can improve our services for our customers. Feedback received from this engagement influenced our plans to address consumer vulnerability by shaping our '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. It also resulted in an increase in the support we offer with energy efficiency and fuel poverty matters.</p> <p>Working with the Centre for Sustainable Energy, we have enhanced our Customer Mapping Tool to refresh 20 data sets and included a new social indicator showing levels of Universal Credit uptake. 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 four underrepresented groups including customers with hearing loss or deafness; customers with mental ill health; customers leaving hospital and needing temporary support; and customers where language can be a barrier. A number of targeted actions taken forward as a result of this information resulted in an increased PSR registration within each group. More information is available in our annual Stakeholder Engagement and Consumer Vulnerability Report.</p> <p>Consequently, we consider that we are well on track to meet this commitment by the end of RIIO-ED1.</p>	<p>★★★★☆</p>

# SOCIAL OBLIGATIONS



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
<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>SSEN have established a number of initiatives to trial and embed efficiency measures as a cost-effective tool, including areas with high fuel poverty levels. Our Social Constraints Managed Zones (SCMZ) trialled the effectiveness of energy efficiency measures to defer network reinforcement, including how these network benefits could be stacked with others to deliver a viable consumer proposition. The project finished in March 2020 and the learnings from this have been implemented into business as usual flex markets, TRANSITION/Local Energy Oxfordshire (LEO) Projects and integrated into business as usual CMZs in order to simplify procurement processes and increase access to market for flexibility services. The learnings from our Solent Achieving Value from Efficiency (SAVE) project is also feeding directly into the LEO and TRANSITION projects, providing insight to the projects' smart and fair neighbourhoods and a basis on which to build community based flexibility markets which can accommodate energy efficiency alongside flexible energy. The principles of Social CMZs and the learnings from our work with National Energy Action (NEA), the main fuel poverty charity for England and Wales, have helped to shape thinking on how energy efficiency can be used to defer investment in networks as well as providing support to customers who need the help most. SSEN and NEA have jointly presented findings to Ofgem RIIO-ED2 workshops in the hope that mechanisms can be found to provide these layered benefits in coming price controls.</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 a 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. 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 vulnerabilities e.g. for customers who maybe feeling lonely and isolated and need emotional support.</p>	<p>★★★★★</p>
<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. Within the PSR framework we have an escalation process to ensure we capture the required support levels for customers, particularly 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, which resulted in how we prioritise and assist our vulnerable customers who could be affected by a power cut when using medical equipment for example, and created the PSR1+ list. To date, 37,003 customers are captured on the list in this category.</p>	<p>★★★★★</p>

# SOCIAL OBLIGATIONS



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
<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, in SHEPD, our part of the electricity bill reduced by 9% relative to 2012/13, the benchmark year for RIIO-ED1, and in SEPD, it reduced by 16%. [On a weighted average across our two networks, this results in a 14.5% reduction – ahead of our commitment]. In 2020/21, the average annual distribution use of system charge (DUoS) for a domestic customer increased by 6% in SHEPD and reduced by 6% in SEPD, relative to 2019/20. The increase in SHEPD is above current inflation rates. There are a range of factors which impact the annual increase customer bills which are outside of our control, including:</p> <p>Our revenues are mostly recovered through volume based tariffs (p/kWh). This means that changes in electricity usage by our customers will impact the recovery of our fixed revenues. In SEPD, we saw significant under recovery due to COVID-19 and Brexit (which caused usage to fall). This will likely lead to large (c. 10%) rises in 2022-23 as we seek to recover those revenues.</p> <p>In SHEPD, we have seen some large swings in forecast costs due to the need to replace subsea cables and variances of spend on our Shetland energy solution.</p> <p>More broadly, uncertainty around volume forecasting will persist, particularly as we move from a period dominated by increasing energy efficiency to one of increased electrification through decarbonisation. Given that we met our commitment to deliver a 10% reduction in 2015/16 and that there are a number of factors outside of our control which drive year on year bill changes, we consider that we have broadly met the commitment.</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>We have continued with our two part approach to resilience:</p> <ol style="list-style-type: none"> <li>Partnerships and communication, particularly with priority customers, in the event of unplanned power cuts.</li> <li>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. 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. This information is communicated via our website, digital and online platforms, our social media feeds, TV advertising, newspapers, local radio and leaflet drops.</p> <p>Throughout the year, our regional teams engaged with local authorities, parish councils and resilience partners to promote PSR and resilience plans. Our 2020/21 Resilient Communities Fund (RCF) was repurposed this year to support communities impacted by COVID-19, helping them to provide extra assistance to those affected by the pandemic. Through the RCF we awarded over £320,000 to 174 projects across our communities which helped fund PPE, volunteer services, welfare packs and meal deliveries.</p> <p>SEPD – 84 projects totalling £175,000 SHEPD – 90 projects totalling £147,298</p>	<p>★★★★☆</p>





# SAFETY



COMMITMENT	WHERE WE ARE UP TO 2020/21	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.	In 2020/21 we continued to work closely with our customers, communities and stakeholders, building on our work in previous years such as our 'Think Before you Dig' and 'Look Out, Look Up!' campaigns. Despite the impacts of COVID-19 and a number of our face to face events being cancelled as a result, we adapted to engage with our communities in a different way, embracing more virtual mechanisms. We launched a social media campaign with one of our local farmers, Jim from Perthshire. His videos raising awareness of working in proximity to electrical apparatus have been watched more than 35k times on our Facebook channel alone. In addition, we filmed an educational awareness video featuring one of our own Head of Departments, who was raised locally on a farm, which gathered 76k views. We have also delivered around 6,000 'Watch Out Cables About' leaflets to local garden centres and trade outlets, to raise awareness about carrying out excavations in private property at key times of the year. We have also updated the customer safety section on our website (Safety ( <a href="https://www.ssen.co.uk">ssen.co.uk</a> )), which means that key safety information such as Overhead lines, Underground cables, Children's safety and other important resources can be accessed with just 3 clicks.	★★★★☆
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. To date, we have helped to roll out 902,703 smart meters to customers and current projections put us at 2.15 million by the end of RIIO-ED1.	★★★★☆
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 service termination defects, meter failures and isolations that may prevent smart meter installations. We have 114 trained staff in SEPD and 46 staff in SHEPD who can support these activities when required. We continue to monitor future requirements through bilateral meetings with suppliers and industry wide forums.	★★★★☆
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.	<b>Main Report</b>	★★★★☆



# SAFETY



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
Security at 500 substations will be improved at a cost of £9.8m.	Based on our risk based approach to assessing need, to date we have completed security enhancements at 236 sub stations in SHEPD and SEPD costing £2.39m 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 where appropriate and commensurate with the risk level.	★★★★☆
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 commitment of increasing the line heights at 26,000 locations within our network up to the end of 2019.	★★★★★
We will underground some overhead lines using a risk based approach.	Using a risk based approach, to date we have undergrounded 43km of Overhead 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 close 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. By way of example, promotion of our annual Look up, Look out campaign continues with the agricultural and forestry industry. As we were not able to attend local agricultural shows, exhibitions, etc., in 2020-21, we focussed our engagement through our social media channels. At the start of lockdown, we focussed our campaigns on safe digging practices around the home and expanded this to include construction works. In our Customer Contact Centre, we regularly review the safety advice given to customers and we have implemented the use of 'What3Words' when recording cable damages to ensure we are able to despatch engineers to the exact location more quickly.	★★★☆☆
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.	<a href="#">Main Report</a>	★★★☆☆





# ENVIRONMENT



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
We will work more sustainably to reduce our Business Carbon Footprint and the impact of our assets on the environment.	<b>Main Report</b>	★★★★☆
We will undertake no more than 0.5 business flights per employee per year.	The number of flights taken by staff in 2020/21 greatly reduced due to the COVID-19 pandemic, which resulted in 154 flights being taken in the year. Based on employee numbers of 3,940, this equates to 0.039 flights per employee in that year. The average flights per employee in the first 6 years of RIIO-ED1 is 0.6 overall. The changes adopted during the pandemic, such as increased utilisation of virtual meeting platforms, will form part of our business as usual practices to help minimise flights through to the end of the RIIO-ED1 period, ensuring we meet the overall target of 0.5 business flights per employee per year.	★★★★☆
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 3,333 miles in 2020/21, which equates to 53% reduction. We are significantly below the target set and will continue to remain ahead of target for the remainder of RIIO-ED1. Further information on this commitment and the CO2e reduction is available in our annual SSEN Environment Report at <a href="https://www.ssen.co.uk/DistributionPriceControlReview">ssen.co.uk/DistributionPriceControlReview</a> .	★★★★☆
We will reduce the rate of leakage of installed SF6 by 15%.	During 2020/21, SHEPD delivered a reduction of 10% and SEPD delivered a reduction of 1% relative to 2019/20 in SF6 emissions (as a percentage of total SF6 bank). In 2019/20, we developed and implemented a new strategy to minimise SF6 leakage from our switchgear, which focuses on using updated data to improve our understanding of our SF6 assets. The targets for both our networks to reduce SF6 by 15% are ambitious and although we are currently behind, we are seeing benefits from the strategy and expect continued improvement over the final years of RIIO-ED1.	★★★★☆
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 2020/21, SHEPD delivered a reduction of 37% and SEPD delivered a reduction of 29%, relative to 2019/20, 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. During 2020/21, 19 circuits have been tagged. This data has enabled us to better identify and prioritise 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.	★★★★☆



# ENVIRONMENT



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
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 network, 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. As well as learnings from SAVE being shared with other utilities and organisations, we have adopted the best practice into our own energy efficiency projects and partnerships. Examples include working with partners in communities as opposed to just delivering energy saving measures; finding gaps in support and offering help via targeted interventions with partners such as the Footprint trust and the Centre for Sustainable Energy.	★★★★☆
We will use new sources of data to create better models that allow us to analyse and track losses and target loss reduction.	<b>Main Report</b>	★★★★☆
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: <ul style="list-style-type: none"> <li>• SEPD – 42km</li> <li>• SHEPD – 48km</li> </ul>	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 2020/21, we have removed 15.74km in SHEPD and 11.49km in SEPD.	★★★★☆
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, upgrading network voltages and installing low loss equipment to reduce distribution losses since the start of RII0-ED1. Full details are provided in our Losses Strategy and Environmental Report. Specifically, for cables we have upsized 150.5km cable in SHEPD (95.7km at LV and 54.8km at HV), and 198.1km cable in SEPD (100.8km at LV and 98.1km at HV) which has reduced our losses by over 11,667MWh. In addition to this, we have completed other loss saving interventions, including upgrading 77km of our SEPD network from 6.6kV to 11kV.	★★★★☆





# CONNECTIONS



COMMITMENT	WHERE WE ARE UP TO 2020/21	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 completed numerous improvements to our website over the RIIO-ED1 period and they now form part of a business as usual process. Customers continue to raise online new connections applications, make online payments and track the progress of jobs step by step. In 2020/21, we improved our online services to enable customers and installers to raise applications for Electric Vehicle and Heat Pump Installations.	★★★★★
We will expand the connections call centre and improve the connections customer service training programme.	Over the first 5 years of RIIO-ED1, we have invested heavily in customer service training which is now our business as usual approach annually. 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 through e-learning and face to face training.	★★★★★
We will reduce the average number of working days to provide a connections offer and a connection after acceptance by 10%.	<b>Main Report</b>	★★★☆☆
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 annual 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.	<b>Main Report</b>	★★★☆☆
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 have 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, have been used in a number of cases. That said, further investment is planned for the remaining two years of the price control period to align 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 can be 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 2020/21	STATUS
<p>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.</p>	<p>We continue to support our minor connections quoting through site visits where there are technical queries or further information required. However, we continue to look for ways to best meet the needs of small connection customers. Our engagement with our customers has identified that a self-serve approach is preferred to on the spot quotes. Consequently, we are therefore focussing efforts on digitalising our processes to providing value for customers with efficient, cost effective online options. We have delivered significant improvements in time to connect since the beginning of RIIO-ED1, and eight years from the original commitment, we are simply reflecting the advances in technology and data to best deliver on the aim of the commitment.</p>	<p>★★★★☆</p>
<p>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.</p>	<p>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.</p>	<p>★★★★★</p>
<p>We will provide connections for large scale embedded renewable generation in a timely and cost-effective manner.</p>	<p>In 2020/21 we connected close to 300 Megawatts of Distributed Generation: around 80MW in SHEPD and 220MW in SEPD.</p> <p>We continue to work to provide timely and cost-effective connections for renewable embedded generation. For example, we have introduced a new 'tipping point' process for connection applications. Under this process, where a customer triggers reinforcement at 33kV or above on our network, we advise the customer how much they would need to adjust their requested capacity by, in order to avoid the reinforcement. 98 customers have taken us up on this offer and been able to get connected faster and at lower cost. In addition, over the course of 2020/21, we worked closely with the industry to develop a new queue management process. The new process allows us to effectively manage contracted projects if they are not progressing against agreed milestones which ensures that capacity is released for other projects in the connections queue. Using milestones and tolerances, we apply queue management in a clear and consistent way to remove delayed projects from connection queues. It ensures that the network capacity is effectively made available for other customer projects that are ready to progress, including projects that are already in the connection queue wanting to progress faster. Effective use of network capacity is also expected to reduce the requirement for network reinforcement, potentially resulting in lower cost connections. Finally, we continue to expand our flexible connection offering to DG customers. This allows to connect earlier, without the need to reinforce the network but provides us with the rights to curtail that generator at times when the network reaches capacity.</p>	<p>★★★★☆</p>



# CONNECTIONS



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
We aim to deliver a Connections Guaranteed Standards Performance of 100% over the RII0-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 99.1% 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.	In 2020/21, we have continued to build on our work to streamline the connections process for Community Energy Schemes. Following the development of our Community Connections Guide last year, this year we focused our efforts on improving communications. We have updated the Community section of our website to the Local Authorities and Community Energy Groups page. On this page, we have published educational information for local community projects with links to third party organisations who offer a wide range of services such as support, funding and industry knowledge. We also set up a useful links section linking to other existing pages containing useful information on the connections process such as electric vehicles, heat, smarter electricity (DSO), network information and more. A section on useful documents such as the contact guides, connections meetings and our YouTube channel has also been added to this page. Lastly, we updated our Community Connections guides for the North (SHEPD) and South (SEPD). These provide an introduction to the network, information on how to get a community project started, useful tips, contact details and more.	★★★★☆
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.	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 RII0-ED1, we have implemented a number of changes to our processes which means the time to quote has improved significantly, with the average time taken to issue an LVSSA quotation being 3.79 working days in SHEPD and 3.56 working days in SEPD in 2020/21.	★★★★☆
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.	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. We implemented an ANM system in July 2017 at a cost £1m, allowing the connection of renewable generators, releasing 45MW of generation capacity, to what would otherwise have been considered a constrained network and avoided £33m of reinforcement. This was done through the deployment of Information Communications Technology.	★★★★☆



# CONNECTIONS



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
<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 RII0-ED1 we identified a number of points on our network that would require reinforcement to provide the necessary capacity. We have 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 £12.5m on network upgrades to connect DG customers. SSEN continues to deploy innovative solutions and transition them into business as usual processes. Throughout 2020/21, we have engaged with several customers regarding our suite of Flexible Connections and have received multiple acceptances. For more details on Flexible Connections please see our website: <a href="https://ssen.co.uk/connections/generationandstorage/flexiblesolutions">ssen.co.uk/connections/generationandstorage/flexiblesolutions</a></p>	<p>★★★★☆</p>



# CUSTOMER SATISFACTION



COMMITMENT	WHERE WE ARE UP TO 2020/21	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.	<b>Main Report</b>	★★★★☆
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 do this to the end of our price control in 2023.	★★★★★
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 continue to develop 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, WhatsApp, Twitter and Instagram). Progressive steps continue to be made to provide self-help tools on our website, including the digitalisation of forms, meaning customers can request services without calling us. A translation service that our teams and customers have access to 24/7 is now business as usual.	★★★★☆
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.	Throughout RIIO-ED1, we have invested heavily in customer service training, initially focused on the basics of customer service, including complaints training for all employees, vulnerability training for employees who support our Priority Service customers and launched a set of principles for staff to follow when dealing with customers; including always leaving contact details and checking customer satisfaction. Since 2019/20, we have collected real time feedback via our Touch Point Survey Programme – following any service provided, we send an SMS survey to every customer to ask about their experience. If dissatisfaction is recognised, our teams immediately intercept these and work hard to resolve the customers' concerns. In 2020/21, we also launched our Empowered to Care Programme – our largest ever investment in Customer Service Training. This 6 module training programme is being delivered to almost 4,000 employees and will provide them with the skills, knowledge, tools and behaviours to deliver a world-class standard of service. This programme has also achieved the prestigious Training Mark Accreditation from the Institute of Customer Service.	★★★★☆

# CUSTOMER SATISFACTION



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
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.	We have made progressive improvements to the service provided during a planned outage throughout this price control. In 2020/21, we completed a business wide communication review, which started with Planned Outages. During this review, we implemented a new process to provide customers with more specific information on their planned outage. These letters were redesigned to have a simpler layout, and were written with the Plain English Campaign – ensuring our communication is easy to understand for all. Our planned outage letters also received the crystal mark from Plain English, meeting their high standards. We also continue to update customers on the progress of their outage via phone and text, along with our Power Track App where customers are able to track the progress of the outage in real time.	★★★★☆
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. With most of our colleagues working from home, these teams were run online. This meant we were able to run 'mixed' session across both our customer contact centres, this allowed our teams to share learning as well as meeting colleagues in other sites. These sessions were very popular. Our Continuous Improvement Working Group is still in place and a colleague forum was also set up in the Customer Contact Centre to put forward their improvement ideas. Due to social distancing guidance and lockdowns, we have postponed Network Appreciation days, a day where our contact centre employees were encouraged to spend a day in the field with an engineer to better understand our network. We are looking to reintroduce these in 2021/22 with increased options, including spending time with non-faults engineers as well as bringing operational teams into the contact centres to spend time with frontline customer service teams.	★★★★☆
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.	Across SSEN, there is a single complaints process all customers follow. This 4 step process is clear and transparent and can be found online. It is also provided to every customer, via their preferred method of contact, where we are unable to resolve their complaint on first point of contact. In RIIO-ED1 to date, we have exceeded our target by resolving over 82% of 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.	In 2020/21, we have continued to look for ways to best meet the needs of our customers and ensure we find new and innovative ways to engage with them to obtain feedback on how we are doing. Our engagement with customers has identified that customers want to inform us of their preferred method of contact via their chosen channel. We therefore focused on expanding customers' options on how they can to let us know their preferred method of contact which now include: telephone, SMS or one of our digital channels. In 2020/21, we also expanded our Touch Point Surveys as part of our 'Voice of the Customer' programme meaning we can now gather real-time feedback from our customers on their journey throughout all of our core services. Throughout 2020/21, we have received 20,000 individual pieces of feedback and we've intercepted journeys with over 1,000 of our customers who told us their experience was off track. Customers have told us they appreciated the rapid intervention throughout their experience and welcome being able to provide honest feedback throughout their journey with us, knowing we'll act on it.	★★★★☆

# CUSTOMER SATISFACTION



COMMITMENT	WHERE WE ARE UP TO 2020/21	STATUS
We will continue to seek customer views on service, connections, reinforcement and reliability, working with communities around safety and awareness across our network.	<b>Main Report</b>	★★★★☆
We will allow the use and recording of stakeholder feedback from mobile devices as part of the 'Feedback and Procedure Change' mechanism.	Our methods for recording feedback continue to be wide and varied. Current methods include email, verbal, social media contacts, electronic voting at face to face workshops and Slido. During 2020-21, given the need to ensure all engagements are undertaken in a virtual space, we have introduced the use of Microsoft Forms and the chat function within Microsoft Teams also.	★★★★☆
We will expand the Stakeholder Engagement team from 7 people to 12, including social media and website management staff.	We now have a dedicated full time Stakeholder Engagement Team which encompasses social media and web site management. Within the team we have 8 people specialising in Stakeholder Engagement and a further 12 employees dedicated to social media and website management. To support the growing digital function, we also have a Digital Customer Experience Strategy Team focused on developing and delivering a digital roadmap over and above this.	★★★★★
We will develop and maintain IT systems, including ensuring appropriate data security and confidentiality.	All of our IT projects follow our internal IT development framework which must meet all GDPR compliance requirements prior to moving through the development and execution process, prior to implementation.	★★★★★
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.	During 2020-21, we undertook our first AA1000SES Health Check. As part of this assessment interviews were undertaken with both internal and external stakeholders as well as a comprehensive external audit. Following the assessment we were awarded an "Accomplished" status on the maturity index with a score of 64%. This outcome demonstrates our continued 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. We have also completed a number of research projects with Explain and have worked with The Institute of Customer Service to complete an annual survey with customers. This 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 ServiceMark Accreditation from the Institute of Customer Service in 2017, and since then, have maintained a strong relationship with the institute, upgrading our membership to Trusted Advisory Member and receiving a total of four finalist nominations in their UK Customer Satisfaction Awards.	★★★★★

# CUSTOMER SATISFACTION



COMMITMENT	WHERE WE ARE UP TO 2020/21	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.	Since the beginning of RIIO-ED1, in addition to traditional methods such as telephone, letter and email, we have given customers new ways to connect with us. They now have access to Live Webchat and Social Media (including Facebook, WhatsApp, Twitter and Instagram). Although we have fulfilled what we committed to, we continue to take progressive steps to provide self-help tools on our website, including the digitalisation of forms, meaning customers can request services without calling us. In addition, a translation service that our teams and customers have access to 24/7 is now business as usual.	★★★★★
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 PowerTrack 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 6 years of RIIO-ED1, SSEN completed 937,586 PSIs with 99.75% customers notified on time. EGS8 requires SSEN to offer and keep appointments with customers. In the first 6 years of RIIO-ED1, we have had 110,413 appointments with 99.75% 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 99.75% of cases, we believe in all material respects this is on target.	★★★★☆

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