

DECEMBER UPDATE

2024

DIGITAL ACTION PLAN

SSEN Distribution




Scottish & Southern
Electricity Networks

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We power communities to thrive today and create a net zero tomorrow.

Our aim is to support the communities we serve, beyond keeping the lights on, and work collaboratively with those communities to reach their net zero carbon goals. Our Digital Action Plan shares our progress on delivering the products and services to achieve this.

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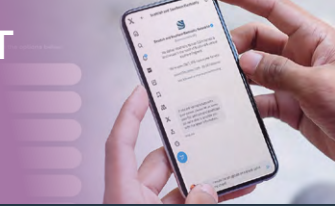
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FOREWORD

SSEN Distributions' Digital Action Plan is refreshed every six months to give specific detail on the activities and investments we are making in this period and into the future.

This sits alongside our Digital Strategy which shares what products and services our customers can expect in the short and longer term.

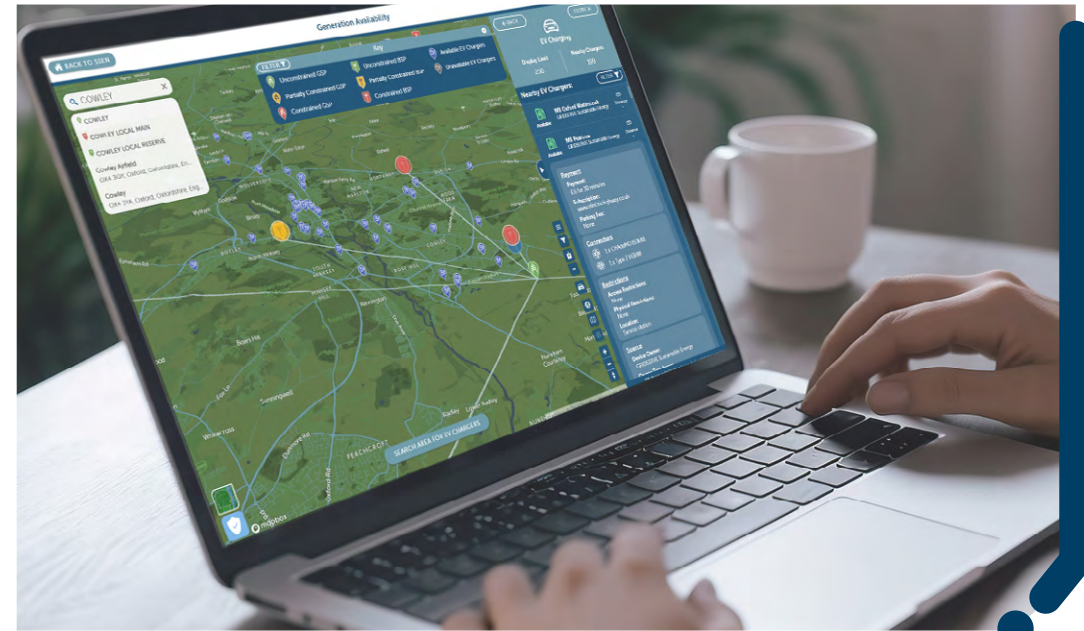
Powering communities today and building a net zero tomorrow is our purpose and is built on trust and transparency.

Our digital action plan is designed to support and enhance the experience for the people we provide services to and for the partners we work with. The digital investments we make best serve the specific needs of all customers from household and businesses who rely on electricity to power their lives, to flexibility providers and Local Authorities who are critical to the planning of the future energy system.

We are thrilled that our digital products and services continue leading the industry with our LENZA and VFES projects winning national awards in energy innovation.

Our action plan and the investments we are delivering are designed to be clear, transparent, and accessible.

We hope that what you read leaves you informed, enthused and curious. We'll have manage opportunities to speak together over the coming six months. We and our teams are excited to hear from you.



Andrew Roper

Distribution System Operations Director
SSEN Distribution



Nicola Gribbin

CIO of Technology, Digital and Data
SSEN Distribution



OUR DIGITAL STRATEGY AND ACTION PLAN



OUR DIGITAL STRATEGY


- **Our Digital Strategy** shares the products and services all our different customer types can expect, how to share your opinion, and how to work with us.
- It has been informed by those who matter most; you – our customers and people we work with. In designing our five-year **RIIO-ED2 business plan** with the energy regulator Ofgem we have engaged over 25,000 stakeholders, seeking their views on every aspect of our plans and proposals.
- We have also used our engagement with you to structure our 2023 Digital Strategy into “segments” that summarise the different needs each group of stakeholder may have. In each segment we then describe how we will meet those needs through our digital products and services today and in the longer term.
- We will be publishing the next version of our Digital Strategy in March 2025.



OUR DIGITAL ACTION PLAN

- Our Digital Action Plan shares the progress we have made in delivering the products and services we have committed to in our Digital Strategy.
- For all products and services, we evaluate who will benefit, when they will be available and how we will measure success.
- We will update our Digital Action Plan every six months to report progress against goals, adding new products and services as informed by stakeholder engagement.



 [Click here to view the Digital Strategy](#)



Pages from the Digital Strategy



OUR EXISTING SERVICES BY THEME

Underpinning our strategy at SSEN Distribution are a set of key priorities supporting our purpose of powering communities to thrive today and create a net zero tomorrow.

Although we're on an accelerated growth roadmap, launching new services, products and improving our data faster than ever before, we will not take our eye off of our existing products and see continuous development of these services as a core element of our digital action plan. Products and services which deliver value for our customers continue to receive ongoing investment to improve them in direct response to customer and stakeholder feedback.

Below are some of our existing services we commit to continuously improving as part of our core digital portfolio.



DELIVER A SAFE, RESILIENT AND RESPONSIVE NETWORK

- SSEN Secondary Transformer - Asset Capacity and Low Carbon Technology Growth (Load model)
- Real-time and operational data (e.g. NeRDA)
- Planning and connectivity data (e.g. LTDS and NDP)



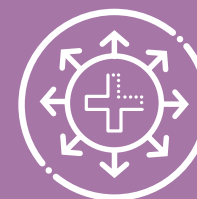
ACCELERATE PROGRESS TOWARDS A NET ZERO WORLD

- Electric Vehicle and Heat Pump Connect and Notify
- Future Scenario Mapping
- Connectivity+



DELIVER VALUE AND IMPROVE SERVICE FOR CONSUMERS

- Power Track
- SMART ETR (Estimated Time to Restore)
- Connections Applications and Tracking Services



MAKE A POSITIVE IMPACT ON SOCIETY






- VFES (Vulnerability Future Energy Scenarios)
- Resilience Portal
- Vulnerability Data Mapping

DELIVERY HIGHLIGHTS

We will explore some of these delivery highlights in more detail in the Spotlight section.

KEY

- Stakeholder engagement
- Publications

	Q2 2024 (July – September)	Q3 2024 (October – Decemeber)	2024 Q4 (January - March)	2025 Q1 (April - June)	
Delivering a safe, resilient and responsive network 		Smart Metering: PowerTrack and voltage reporting	Smart Meter Visualisation on Data Portal		
		Load Model refinement to improve the ability to forecast capacity on the network			
	Unified Network Model				
			Virtual Energy System Pilot		
Accelerate progress towards a net-zero world 		DFES production	DFES Published	SLC31E Reports	
		System for Flexibility Design		Next ICCP Link Development	
		System for Flexibility Discovery		Network Visibility Strategy updated	
		Flexible Market Platform MVP	Flexible Market Platform Further Developments		
Deliver value and improve service for consumers 			Methodology statements and guidance on Data Portal		
	Connections self-serve MVP				
	Planned Outage Automation		Critical Journey Dashboard		
		Easier Information to Support Decision Making Pre-Application			
	Increased Data Portal functionality		Further Data Portal Functionality		
Make a positive improvement on society 	Phase 2: Digital Community Toolkit				
	CVP Battery initial roll out		CVP Battery Invitation To Tender activities and procurement process		
		Automation of PRP's for new PSR customers			
Stakeholder Engagement 		Strategic Development Plans Consultations			
			Network Insights Series	Network Insights Series	Network Insights Series
		Data Surgery	Data Surgery	Data Surgery	
			Data Surgery	Data Surgery	
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DSO SPOTLIGHT

WHAT HAVE WE ACHIEVED IN THE PAST SIX MONTHS



Some key highlights...

Strategic Development Plans

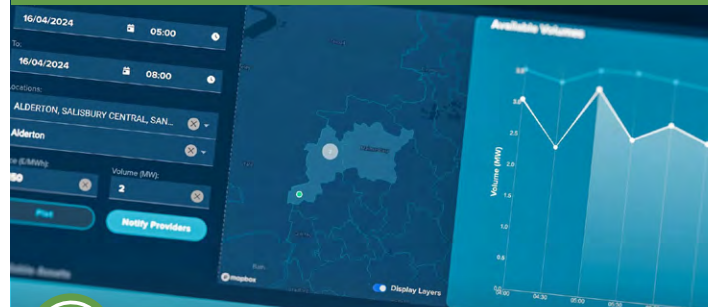


Providing detailed decision making, data and network visibility is one of our priorities.

This year we have enhanced our decision reporting with a Strategic Development Plans (SDPs) methodology and in turn regional plans which show more granular network insights, information and underpinning methodologies.

We are publishing these in consultation with customers to enable informed decision making.

New Flexibility Market Platform



In July we started to use our new Electron Connect Market Platform

We are using our new market platform to improve service access, streamlining the process for all Flexible Service Providers (FSPs) and enhancing the experience for individual participants.

We will visualise service requirements using our platform and make it easier for FSPs to access and use this data

Autumn Series

DSO IN ACTION AUTUMN SERIES WEBINAR



Engaging with stakeholders in ways that are accessible, meaningful and honest has been one of our DSO priorities.

This year, in response to stakeholder feedback on the barriers to engaging in an annual conference with often costly travel we delivered our first DSO Autumn Series.

We delivered an engaging 2-week, reaching over 400 stakeholders. We held focused conversations on data, tools, local area energy planning and others with our stakeholders across our license area.



DSO SPOTLIGHT

WHAT'S TO COME IN THE SIX MONTHS AHEAD?



Developing the Flexibility Marketplace



We will grow the use of the new market platform and respond to user feedback.



We will grow the use of the new market platform and respond to user feedback. Adapting to stakeholder feedback we will update the data we publish to increase data on the market platform and directly accessible on the website.

Scaling our Systems for Flexibility

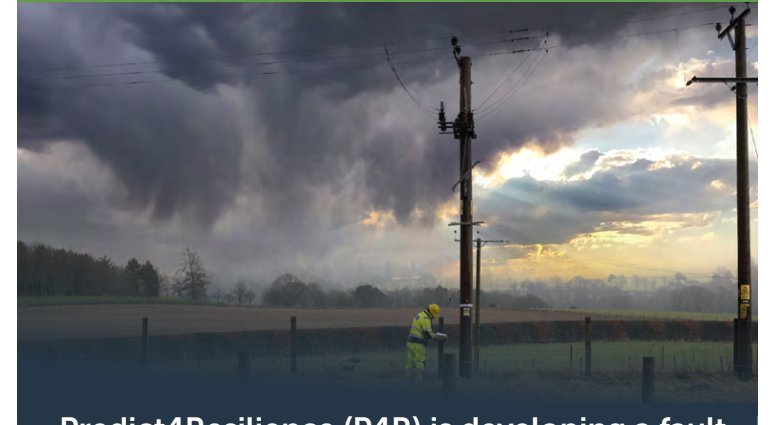


This year we have initiated a programme of works to evolve our systems for flexibility, this will take place over the remainder of ED2 to ensure we have the systems, people and processes in place at the right time to optimise dispatch at scale.



We are developing the next generation of systems needed to operate flexibility services at scale; manage access products and coordinate with wider network operations to release capacity and accelerate connections. We are developing a vendor engagement strategy to support this.

Predict 4 Resilience



Predict4Resilience (P4R) is developing a fault forecasting system that provides short-term fault forecasts and early warning of fault volumes up to one week ahead.



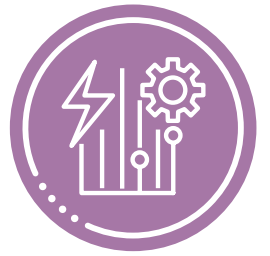
In early 2025 we will enter into an 18 month innovation trial combining multiple complex data sources and with statistical learning techniques to produce accurate forecasts in partnerships with SIA Partners Plc, SPEN and the University of Glasgow.



[Explore here](#)



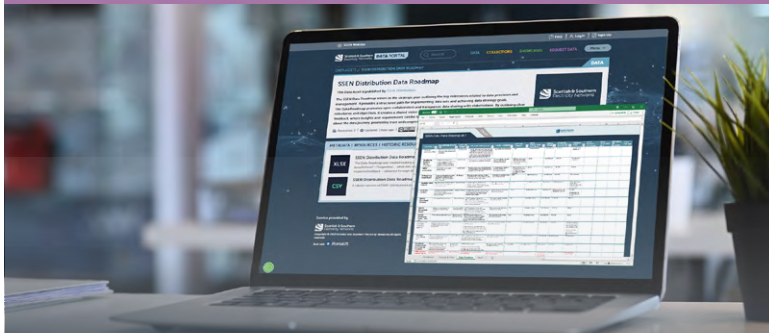
DATA SPOTLIGHT



WHAT HAVE WE ACHIEVED IN THE PAST SIX MONTHS


Some key highlights...


Improving our data portal through feedback and development



Following feedback on an enabling capability that allows data users to get faster insights from the data we publish we have added a visualisation capability to compatible data assets that are currently published on our Data Portal.

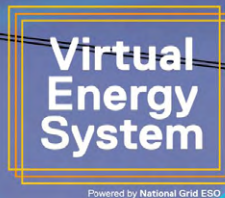
We are currently working to improve the number of compatible data assets.

 We have also implemented a new login function for users which will allow our internal teams to track metrics and further understand use of the data portal.

 We have also been engaging more directly with our users of the data portal to gain direct feedback that will help shape our future developments and roadmap.


 [Explore here](#)

Virtual Energy System Pilot



We are working with NESO, NGET, SSEN-T as part of the Virtual Energy System pilot programme.

This has included discussions on the technical architecture required to enable secure data sharing and considerations around the assurance of access through legal frameworks and governance.

 The Virtual Energy System has accelerated discussions and maturity in how the networks business are sharing and managing their data.


 [Explore here](#)

Piloting of two restricted data sharing use cases



We are continuing to focus on enabling restricted access to data through two data sharing use cases.

We have been working with our developer to understand how we ensure the secure management of this data as well as secure provision of data through the data portal. This has involved design on authentication and verification, data storage, and user experience.

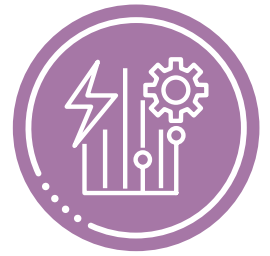
 As part of leading data sharing through Trust Frameworks we have been in conversations and discussions with the ENA to understand how we create a standardised "shared" licence to enable the data users to have clarity on how they access and use the data.

 [Explore here](#)



DATA SPOTLIGHT

WHAT IS OUR FOCUS IN THE NEXT SIX MONTHS?



Customer Engagement



We are conducting a series of 1:1 engagement sessions with engaged data portal users to develop our understanding of what our data portal users want and expect to see on our portal.

This also includes the introduction of Data Surgeries, a set of sessions with specific focus on the data assets we publish which will assist users understanding of the structure and data items within.

Our portal will be enhanced with practical videos and guides to improve usability and ensure customers can effectively navigate and utilise the features.

Further Data Portal Enhancements



We are maturing the Data Portal with relevant security and customer enhancements such as:

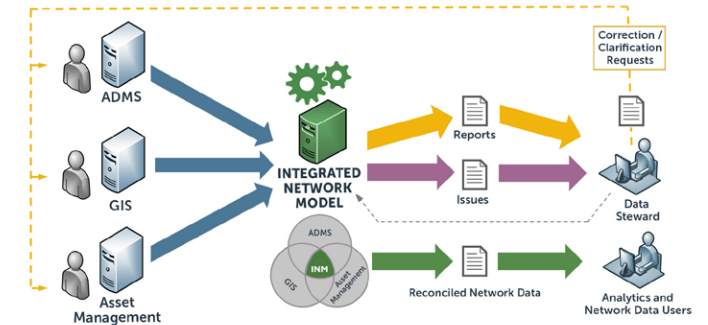
- Recite me tool allowing users to customise content to allow users to read and understand it in ways that work best for them.
- Published data with the ability to control access to a defined group of users.
- Office 365 sign in capability to aid with single 'sign on' for our data portal.

We will also be publishing methodology statements that detail how we have prepared our data, our controls and governance, and illustrate how we are using the data internally.

Continuing to increase the publication of machine-readable formats for datasets following customer requests and feedback

We are producing an accessible data dictionary for all elements contained within a dataset to improve understanding when publishing.

Network Model Manager



We are driving changes internally in a Unified Network Model which will centralise and standardise datasets, including electrical attributes and network topology across all voltages, improving data consistency and accuracy.

This in turn will provide greater data consistency for customers.

- We aim to create a digital master model of our network, offering a comprehensive view of As-Built, Planned, and Future states, enhancing network operations at LV, HV, and EHV.
- Implementing targeted quality control measures will improve information management and allow for effective error identification before publishing to end consumers.
- Aligning our data with business domains ensures that it is relevant, accurate, and accessible, aiding the successful implementation of our digital model. CIM standards data validation empowers us to reduce inconsistencies and minimise the risk of significant errors, unlocking a path to greater accuracy.



CUSTOMER JOURNEYS SPOTLIGHT

WHAT HAVE WE ACHIEVED IN THE PAST SIX MONTHS

Some key highlights...



Planned Outage Automation



Feedback from customers told us they would like improved communication during a planned outage. We implemented three key touch points with a customer;

- Before the outage
- During the outage
- After the outage

We have implemented a system that automatically triggers an update request from the engineer on site, which on response sends updates to all impacted customers in a matter of minutes rather than several hours currently.



This new ability means that as we increase the volume of planned works as part of our multi-billion pound investment over ED2, we can scale our customer communications to keep customers updated when they need it most.

Quarterly Network Insights Series



Our stakeholders identified the need to improve the pre-connections customer experience; that's the stage before people make actual applications to connect.




To improve this, we committed to hold a quarterly Network Insights workshop to make the works happening on our network visible to our customers reducing the need for one-to-one pre-connection application surgeries or speculative connection requests.



Network Insights workshops will increase customer insight and awareness of our long-term system and network planning and understand how they can engage with our tools and data.

Easier Information to Support Decision Making



-  Guiding you through our data Making it simpler to navigate through the data we publish and how to interpret our data
-  Better insight to consider options Developing the data sets or analysis to help you better understand the options
-  Earlier insight to support your decisions Combining new insights and better guidance to allow you to make faster decisions

We know from stakeholder feedback, there's more work to do to improve the ease of use and information needed to support decision making.

We are addressing this through a three-stage plan with Phase 1 underway to give customers a clearer view of future connections.



This will enable customers to have transparent and easy to understand information to help them in decision making.



CUSTOMER JOURNEYS **SPOTLIGHT**

WHAT IS OUR FOCUS IN THE NEXT SIX MONTHS?



Leveraging Smart Meter Data



We are continuing to utilise smart meter data to address voltage performance.

This data allows us to understand how we can better manage our network through identifying various voltage levels across our network. We are using this data to understand the local network.

We continue to use smart meter data to pro-actively resolve complaints during outages and to improve customer service experience.

We are exploring how we can incorporate smart meter functionality into our customer facing Power Track application when reporting power cuts. We will also roll-out smart meter voltage data to front line customer service teams to improve customer voltage quality queries.

Transforming our Digital Journeys



As part of our transformation programme, we have committed more than £10m investment into improving our digital journeys.

We are making it easier than ever to request a new connection. Customers can apply, design and get a quote in a matter of minutes through a new channel management system that supercharges our capabilities in dealing with customer interactions. This includes a new phone system, integrated digital channels including AI assistant and an advanced knowledge base and workforce planning tool.

Over the next 6 months, we will launch our minimal viable product (MVP) for a new connections self-serve tool and the first phase of our new contact management system.

Critical Journey Dashboard



Through detailed customer research, we were able to identify the critical points in a customer journey that enhance the customer experience.

Doing this means we've been able to target down to specific measurements that enhance the customer experience.

We are therefore building a real-time management dashboard, taking hundreds of data sets and thousands of data lines each week, which will enable operational teams to see how they're contributing to a great customer journey.

In our trial phase, the ability to track micro-steps in the customer journey with real-time data has improved performance significantly, resulting in our best ever customer satisfaction performance for planned outages and General Enquiries.



NETWORK VISIBILITY SPOTLIGHT

WHAT HAVE WE ACHIEVED IN THE PAST SIX MONTHS



Some key highlights...

NeRDA out of Beta Near Real-time Data Access (NeRDA) portal



We held many events with stakeholders across the industry and communities, including our Autumn Series.

These events helped us to deliver improvements to NeRDA as we move out of BETA into the first full release. Incorporating more datasets, such as all our Low Voltage monitoring data, enhanced visualisations and improved connectivity mapping on our maps, to name a few. We are already working on the next stage of developments, taking on board more of what our stakeholders say they'd like to see.

Taking the feedback from the stakeholder discussion throughout the session, we will understand how this can be incorporated into the next phase of changes and improvements.

 [Explore here](#)

Stakeholder Engagement



We have conducted stakeholder engagement on the Smart Meter data made available through our open data portal through a targeted data surgery.

Key suggestions from the session include enhanced data being available to users, such as transformer ratings, increased historical data, data definitions and visuals.

 [Visit **ssen.engage-360.co.uk**](https://ssen.engage-360.co.uk) for upcoming engagement events

Network Intelligence and Monitoring



Innovative ways to monitor network integrity and improve fault location methods.

We have installed 5198 monitors to date and continue to develop new methods to better monitor network visibility and integrity. This helps us to restore your power more quickly by pinpointing where problems are on our network, and to maintain the quality of power you expect to run modern day homes and businesses.

 [View the **Network Visibility Strategy**](#)



HOW WE WILL DELIVER OUR PRODUCTS AND SERVICES

OUR DELIVERY APPROACH



- Our digital strategy outlines how we use “segments” to surface insights and create deeper understanding of our customers’ needs.
- We use the insights gained to design our products and services.



- We will also engage the consumers of our services in the design process and integrate their feedback to improve our products.
- Our commitment to adopt a ‘test and learn’ approach supports our ambitions stated for organisational alignment in our digital strategy.



- Where it makes sense we will pilot new services and product updates with small audiences and gather feedback.
- We will use this to make improvements before releasing to a larger audience.



- We will continue to use our Customer and Stakeholder Engagement Community to shape and inform our actions.



- We have developed performance measures for our Digital Action Plan that add value over and above existing price control measures. We will develop these through consultation with customers and stakeholders.

THE RISKS WE ARE ADDRESSING



- 1** *To avoid SSENs products and services not aligning with or benefiting from similar work taking place elsewhere in industry or wider.*

 - This would risk introducing complexity and inconsistency to our customers and stakeholders, and increasing the incremental and long term cost to deliver our DSAP and realise our own and the UK’s strategic digitalisation ambitions.
 - We will align with industry through the ENA Data Working Group, our broader collaboration with other stakeholders, and by seeking feedback on areas we should collaborate further.
 - We publish an appendix listing the data standards, underlying technologies and other information elements that enables customers and stakeholders to provide feedback and shape ours and others forward plans.
- 2** *To avoid incremental costs of providing and developing products and services from outweighing the benefits.*

 - We are taking a holistic approach to determining the benefits of developing products and services, recognising there are direct benefits to the users but also broader societal benefits such as carbon reduction, enablement of new markets and supporting broader policy aims of digitalisation across the UK.
- 3** *To avoid a limited uptake of products and services by early alignment to customers’ need*

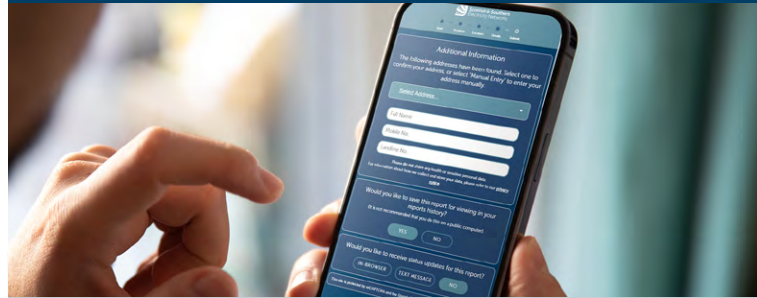
 - Whilst we see real value in delivering new products and services, we will ensure the perceived need and real opportunity for any product and service has been thoroughly tested and evidenced before committing resources to the development of any product or service.
 - We will do this through a mixture of stakeholder engagement, but also market sizing to determine the product of the number of potential uses, the instances where a product maybe used and the frequency of use.

HOW WE MEASURE OUR SUCCESS



Customer Segment: **HOUSEHOLDS OR SMALL BUSINESSES EXPERIENCING A POWER CUT**

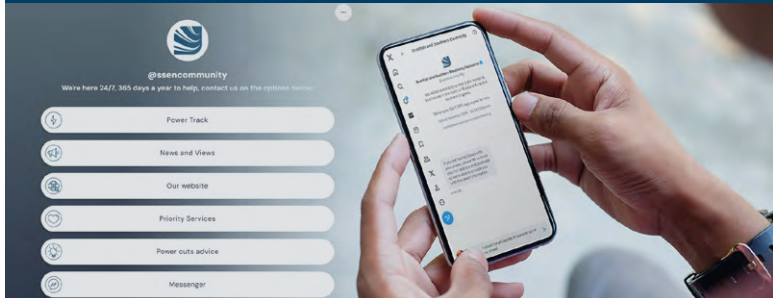
Clearer communication about your needs



Fault forecasting



Use digital channels to connect you with people to obtain support



IMMEDIATE FOCUS

- ✓ Implemented BetterWords – a programme focused on plain English communication which won a national award this year.
- ✎ Upskilling materials for customers on fault fixing, Smart Meters, Powertrack sign-up, and installation linkage.
- ✎ Improved collation and organisation of customer contact details to support customer communication and planning.

- ✓ 5198 LV Monitors installed to enable us to monitor transformers with a greater than 80% load.
- ✎ Visualisation tools for the published daily street-level half hourly smart meter data on our Data Portal.

- ✓ Procured and onboarded an external partner to support the implementation of our new channel management too.
- ✓ Customers can now self-serve all their needs during a power cut with interactive support and live chat capabilities

FUTURE FOCUS

- ⊕ Improved communication of potential service interruptions after faults have occurred.
- ⊕ Standardised data format implemented across all channels for fault reporting.
- ⊕ Communication delivered to customers based on their individual personas, and via their channel of choice.

- ⊕ Roll out 20,000 LV monitors over ED2 to give greater visibility of the network.
- ⊕ Work to develop new methods to better monitor network integrity, from voltage quality monitoring to accurate fault detection and location data

- ⊕ Interactive forms and live support options during a fault.
- ⊕ Automation of updates tailored to different customer needs.
- ⊕ Implementation and development of advanced AI chat assistants to guide and serve customers needs.

HOW WE MEASURE OUR SUCCESS



Customer Segment: CUSTOMERS WHO NEED EXTRA SUPPORT



Tailored plan for what you need to do in emergency situations



Understanding and knowledge of your specific needs



Make it easy for you to link with our partner support organisations



IMMEDIATE FOCUS

- ✓ Our Power Track app also complies with our accessibility standards and has a colour blind overlay added.
- ✓ Partnerships in place to support customers in fuel poverty and those wanting to access LCT support.
- ✓ PRPs trialled with customers on Kidney Dialysis

- ✓ We have 986,584 eligible customers on the PSR with a 63.3% reach of eligible customers.
- ✓ We are continuing to run focus groups with customers to find out what they need to prepare for a power cut.
- ✎ Used VFES to identify customers in vulnerable positions who may need and benefit from additional network investment.
- ✓ Market Research into customer communication promoting PSR which informed marketing campaign.

- ✓ Making it easier for customers to join the Priority Services Register by continuing to promote the-psr.co.uk and psrscotland.com.
- ✓ Continue to promote PSR digital tool kit with downloadable publications.
- ✓ Customer Mapping Tool updated with new data sets to enhance identification of areas with high PSR gaps.
- ✓ Phase two of the digital Community Tool launched to 2,700 organisations, local authorities and third sector representatives.

FUTURE FOCUS

- ✎ We will be using smart meter and public data sets to identify customers who would benefit from timely, relevant and free practical and financial support from us. This will be used to inform our promotion strategies and future use of our Strategic Innovation Fund to ensure we put customers at the heart of our decision making.
- ✎ Automation and wider roll-out of PRPs to all new PSR customers.

- ✎ Reach over 1m customers registered for Priority Services.
- ✎ Contact all PSR customers to cleanse data every two years.
- ✎ We will continue to move forward our plans for a bespoke and automated personal resilience plan.

- ✎ Introduce bespoke channels to allow new ways for customers to engage with us.
- ✎ Enhanced data-sharing agreements to ensure coverage is across both licence areas with water companies.

HOW WE MEASURE OUR SUCCESS



Customer Segment:

HOUSEHOLD OR SMALL BUSINESS WHO WANTS TO CONNECT TO THE NETWORK



Making it quick and easy to get a connection quote

Providing accurate estimates for speed of connection

Options on how to speed up connection timeframes and how customers could earn money from flexibility



IMMEDIATE FOCUS

- ✓ We have simplified the end-to-end connections journey, making it easier than ever to navigate.
- ✎ Improved data capture via self serve channel management.
- ✓ Customers can now track and manage their end-to-end journey on their online portal.
- ✓ Customers now have visibility of the end-to-end journey before they start, along with tools like check lists and quick estimate guides.

- ✓ Launched an indicative pricing tool where customers can get an idea of a price before completing a full application.
- ✓ Published average times to quote and connect on our website.
- ✎ Optimise scheduling activities to drive increased capacity.
- ✎ As part of our 'self-serve connections' project, customers will be able to get a better idea of timings for their connections works.

- ✓ Published daily street-level half-hourly smart meter data across our whole network.
- ✓ Using flexibility as a tool to connect customers faster. Accelerated 2.5GW connections through flexibility in constrained area of West London.
- ✓ Strengthening our connectivity model through analytics.

FUTURE FOCUS

- 🎯 Provision of a single platform for customers to view their journey across end-to-end.
- 🎯 Capturing information in such a way that enables semi-automated triaging.
- 🎯 Improved visibility of the end-to-end workflow for both Customers and our teams.

- 🎯 Launched new and improved quote letters, with improved layouts and simpler language.

- 🎯 Structured data will be used to provide insight and analytics across customer trends.

HOW WE MEASURE OUR SUCCESS



Customer Segment:
BUSINESSES WHO HAVE LARGE SCALE CONNECTION REQUESTS

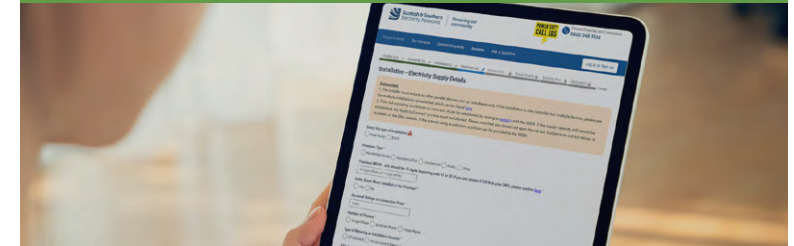
Work together with you and share data to develop a connections design quickly



Providing accurate estimates for speed of connection, supported by a great customer experience via our website, or via your channel of choice



Provide you with easy access to the information you need at the right time at all points in the connection process



IMMEDIATE FOCUS

- ✓ Key planning information and data sets provided through Data Portal.
- ✓ Customers are able to easily access our capacity maps, highlighting both generation and demand related constraints on our network.
- ✎ Customer portals updated to enable visibility of work progress to the customer and ability to provide relevant information.
- ✎ 7GW of new capacity unlocked through ramping products and technical limits.

- ✎ Optimise scheduling activities to drive increased capacity.
- ✎ We have improved visibility of our works queues so that our teams can provide customers with better estimates on time scales.
- ✎ Customer information is mastered and integrated to build customer profiles and utilise data analytics to inform forecasting.

- ✓ Connections Relationship Managers supporting faster connections across our regions.
- ✓ First five Net Zero Strategic Plans (NZSP) published and shared for input, alongside DNOA reports identifying future network pinch-points.
- ✓ Published daily street-level half-hourly smart meter data across the our whole network.
- ✎ We'll publish our LTDS based on Common Information Model standards from November 2025 (Date updated as directed by Ofgem)

FUTURE FOCUS

- ✎ Enhancement of SSEN website to include Knowledge Base integration and enablement of customer dialogue services such as web chat and guided assistance models.

- ✎ Evolve our self-serve capabilities to include larger segments of work so they can get an estimate themselves within a matter of minutes

- ✎ Improvement to our online customer portal to enable customers to manage their various connections requests in one place.

HOW WE MEASURE OUR SUCCESS



Customer Segment: FLEXIBILITY PROVIDER



Providing more information about where flexibility services are wanted today and in the future



Providing tools that forecast the use and benefits from flexibility services under different circumstances and across different products



Establishing common standards for data sharing to allow interaction with any other network operators nationally



IMMEDIATE FOCUS

- ✓ Published our Operational Decision Making (ODM) framework which shows how and when we dispatch flex and our Seasonal Operability Report which details the outcomes so stakeholders can monitor performance and engage on future changes.
- ✓ Significant expansion of real-time network visibility with 20.5K HV, EHV, 132KV SCADA data points published; and nearly 90k LV Circuits and 35.2k substation half-hourly profiles published daily
- ✎ Increasing our Low Voltage (LV) network monitoring where it is beneficial to do so to provide a greater range of products and locations where flexibility services would be most useful.

- ✓ New data exchanges published enabling 720MW of capacity to be accessed through the Local Constraint Market.
- ✓ Published our roadmap showing where and when we use flexibility.
- ✓ Outlined future network needs and revenue opportunities for flexibility providers through 18 DNOA outcomes.
- ✓ Selected our next flexibility generation market platform and implemented an MVP.

- ✎ 11 aggregators and suppliers voluntarily registered to protect consumers interests by following the HOMEflex Code of Conduct during the National Grid DFS 23/24
- ✎ We've procured over over 750MW and £100m of flex services, deferring over £44m of reinforcement through flexibility dispatch.
- ✎ Accelerated 2.5GW connections through flexibility in constrained area of West London.
- ✎ Improving our flexibility processes and procuring at scale to improve market confidence.

FUTURE FOCUS

- ✎ Enable greater variety of contract timeframes and enhanced customer experience through our new market platform.

- ✎ Refine and develop our Flexibility Roadmap to ensure we optimise the full range flexibility services, access product and price signals.
- ✎ Continue to develop our new third-party market platform to enable a greater variety of contract time frames (including shorter term procurement) and an enhanced customer experience.

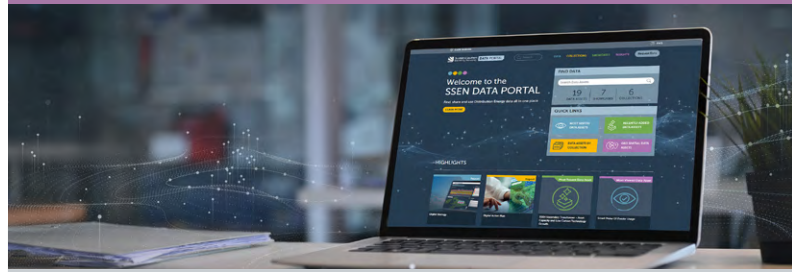
- ✎ Utilising innovation to address the specific needs of our communities.
- ✎ Supporting Icebreaker One and developing requirements for standardised data sharing licenses.
- ✎ Working with Industry Peers, Ofgem, and DESNZ to define a common approach to data sharing across the open data spectrum.

HOW WE MEASURE OUR SUCCESS



Customer Segment: DATA PARTNERS AND INNOVATORS

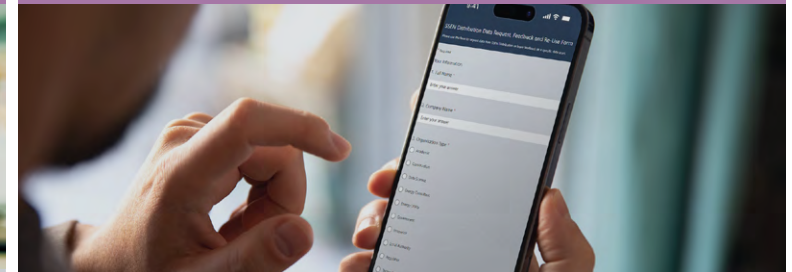
Establish data-sharing partnerships with organisations who want to innovate



Digital maps of our network are available to our partners through more data assets such as low voltage monitors and smart meters



Simple and fast services to request data from our business that adhere to data best practice



IMMEDIATE FOCUS

- ✓ We have had 12,000 visitors to our data portal since launch in October 2023, with over 110,000 page views
- ✓ Continuing to engage with stakeholders through the 1-2-1 sessions and data surgeries.
- ✓ Ongoing- improved machine readability to datasets. Updated existing datasets to machine readable formats.
- ✓ Collaborating and coordinating with NESO and others to enable market access, interoperability and system integrity.
- ✎ Develop and share Icebreaker One learning as best practice.

- ✓ Shared realtime data across all voltages via the NeRDA portal which sees 3k+ visits a month, with approx. 20% first time users and around 20 API users engaged.
- ✓ Published daily street-level half-hourly smart meter data across the our whole network. This has seen a 65-fold increase in street level LV data point visibility as a result.
- ✓ Provision of Geospatial Mapping capability to the data portal for data assets that contain geospatial data.
- ✎ Refine network visibility through the advanced application of smart metering data and other external data sets to augment our network connectivity model.

- ✓ Since last update in June 2024, we've had 4,363 new users and 1,775 returning users and 53 data access requests.
- ✎ Progress and trial data sharing opportunities to support innovation in system coordination and reveal new insights. Work with industry partners such as DCC and NESO.
- ✎ Ongoing- Dedicated engagement with our data consumers to understand key areas of continuous improvement with stakeholders to improve customer experience with additional user guidance on operating the data portal.
- ✎ Introducing the "Trust Framework" where we verify and authenticate users before granting access to our sensitive data.
- ✎ Following from these collaborations we have now implemented a dedicated security assessment to our triage form.
- ✎ Stakeholder-led development of data portal and platforms.

FUTURE FOCUS

- ✎ Develop system coordination through increased data sharing.
- ✎ Increase operational data sharing and extend, evolve and formalise operational coordination.

- ✎ Informed by our stakeholders, continue to prioritise the release of new data sets through our data portal and new capabilities in LENZA.

HOW WE MEASURE OUR SUCCESS



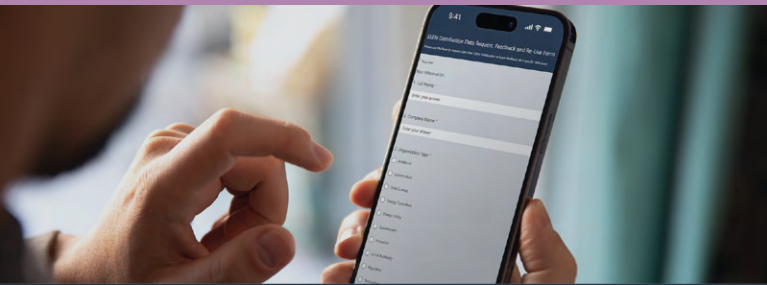
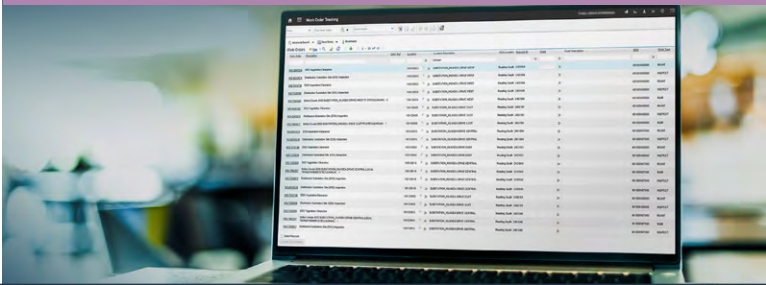
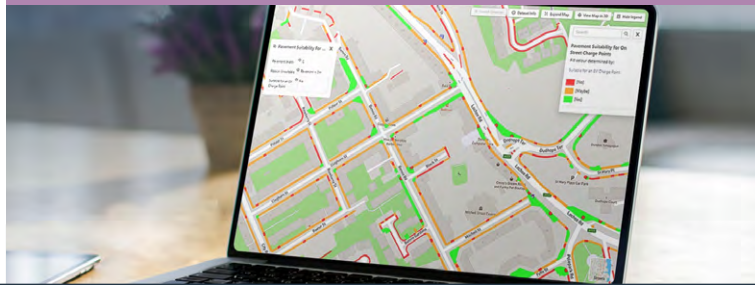
Customer Segment: **SUPPLY CHAIN PARTNERS**



Improve your access to procurement events using digital platforms

Easy way for you to receive work orders and share progress updates through our Work Management System

Simple and fast services to request data from our business that adhere to data best practice



IMMEDIATE FOCUS

- ✓ Give you access to digital maps of our network so you can work safely around our assets.
- ✓ Engaging with you earlier by using our fault forecasting tools, so we can jointly respond in the best way.
- ✎ We are integrating smart meter data to allow faults to be predicted before they happen.
- ✎ Continue retendering for the service you pay for to deliver our safe dig records, a service that has been in place many years.

- ✓ Greater standardisation and automation of job pack creation.
- ✓ Engaged suppliers earlier.
- ✓ Allocating work more efficiently to our supply chain.
- ✓ Grouped projects where it benefits us both.
- ✓ Moved to standardised practices and working methods.

- ✓ Simple ways for you to share reports with us, including Carbon Footprint data and safety information.
- ✓ Publication of data roadmap to inform of upcoming data publications via data requests and pro-active data publishing.
- ✓ Development of an interactive data publication roadmap detailing upcoming data requests, data publications, and data capabilities.

FUTURE FOCUS

- ✎ Standardised contracts and agreements that make it faster to on-board supply chain partners.
- ✎ Commercial management tool to make it easier for both large and small supply chain partners to work with us.

- ✎ Improved and earlier cross-functional collaboration via "Integrated Teams", enabled through Common Data Environment, improved change control and feedback loop.
- ✎ Give Supply Chain Partners access to our digital catalogue "iBuy" to order materials and tools.

- ✎ Notification of new data sets and plans to relevant parties.
- ✎ Supplier portal for collaboration around planning, design and communication with SSEN.

HOW WE MEASURE OUR SUCCESS



Customer Segment:

LOCAL AUTHORITIES, COMMUNITY GROUPS AND OTHER RELATED PARTIES



Provide detailed forecasts for where the growth in low carbon technologies will be in the local community



Provide access to information about capacity updates and network investments that SSEN will undertake in the local area



Work together with local authorities and other stakeholders to identify the impact of their plans on the energy networks



IMMEDIATE FOCUS

- ✓ Committed to funding the Lenza tool transition from Innovation to BAU.
- ✎ We are creating a bespoke data-visualisation tool for stakeholders to actively engage with our DFES data set.
- ✓ Visualisation of DFES 2023 through LENZA.
- ✓ We are working to better link vulnerability and the Just Transition into our DFES projections.

- ✓ Published our second and third DNOA outcomes.
- ✓ Independent assurance report of first DNOA outcome published.

- ✎ We are engaging with local communities to help us understand the future needs of the network.
- ✎ Published the first of our SDP's.
- ✎ Graduate pilot project to accelerate LAEP development through Lenza – providing modelling support.

FUTURE FOCUS

- ⊕ Create local energy markets to support communities' transition to net zero.
- ⊕ 372 active accounts within Lenza.
- ⊕ Visualisation of DFES for 2024 through LENZA.

- ⊕ Expanding our DNOA process to cover lower voltage requirements and energy efficiency opportunities.

- ⊕ Sharing Strategic Development Plans with local authorities and other stakeholders to build collaborative programmes of work to Net Zero.
- ⊕ Collaborate with local authorities and, ESC and Scottish Futures Trust to further build LAEPs and evolution of LHEES.
- ⊕ Share learnings from our DNOA methodology with other DNOs.
- ⊕ Develop further Lenza deep dive packages of support.

HOW WE MEASURE OUR SUCCESS



Customer Segment: LOCAL AND NATIONAL POLICY MAKERS

Provide detailed forecasts for where the growth in low carbon technologies are across the whole network, based on our better understanding of network usage, and present them in easy-to-use ways



Provide easy access to information about both historic and planned network upgrades, using better reporting tools and our data sharing portals



Improve our Data Governance and Data Quality so we can share and update data when we need to, and be ready to adapt to industry changes



IMMEDIATE FOCUS

✓ Work with Regen and large energy users to improve the quality and accessibility of DFES

✓ Published initial strategic development plans showing future requirements on network area.

✎ Significant expansion of real-time network visibility with 20.5K HV, EHV, 132KV SCADA data points published; and nearly 90k LV Circuits and 35.2k substation half-hourly profiles published daily.

✓ Key planning information and data sets provided through Data Portal.

✎ Progress and trial data sharing opportunities to support innovation in system coordination and reveal new insights. Work with industry partners such as DCC and NESO.

✎ Collaborating with Ofgem and DESNZ to ensure we maintain data security whilst still adhering to our license obligations.

FUTURE FOCUS

✎ Continue to develop this dataset as well as the publication of the view of our network load model that details Low Carbon Technology growth across SHEPD license area.

✎ Increase operational data sharing and extend, evolve and formalise operational coordination.

✎ Refine strategic development plans to ensure they provide the data that stakeholders need.

✎ Reviewing process and tooling opportunities to provide seamless integration between data governance and data publishing activities.

✎ Support the development of the newly formed RESP and align our DNOA and planning processes.



HOW YOU CAN GET INVOLVED

We value stakeholder feedback to improve our business and your views will make a real difference to the digital future so please let us have your opinions.



- 1 To what extent do you agree with the content of our strategy and action plan? Please let us know where you think we could improve.
- 2 To what extent has this document increased your understanding of the opportunities enabled by our Digital Strategy? Please let us know where clarity can be improved.
- 3 To what extent has this document increased your understanding of the potential of Open Data to enhance value to the customers and the communities that we serve?
- 4 To what extent do you feel that we are making progress in meeting the current and future needs of our customers in a digital world?
- 5 In the process of digitalising the business and opening up data securely where should our priorities be focused? For example EV connections, whole system planning, customer supply interruptions.
- 6 In the process of digitalising the business and opening up data securely, where should our priorities be focused? For example EV connections, whole system planning, customer supply interruptions.



DIGITAL FEEDBACK SURVEY

If you would like to give general feedback or fill out our questionnaire, please go to:

[Open to you - Digital Strategy Feedback](#)





GLOSSARY

Term	Description
Application Programming Interface (API)	A set of defined rules that enable different applications to communicate with each other.
CIO	Chief Information Officer.
CVP	Consumer Value Proposition.
Data Asset	A data asset is in any type of data that has value. Such as a system, web page, output file or database.
Distribution Future Energy Scenarios (DFES)	An analysis based methodology that directly supports electricity networks with long term strategy and network planning processes, at a localised level.
Digital Strategy and Action Plan (DSAP)	This refers to our Digital Strategy available here . The Digital Action Plan is this document.
Distribution Network Operator (DNO)	The operator of the electric power distribution system which delivers electricity to most end users.
DNOA	Distribution Network Optioneering Assessments
Distribution System Operator (DSO)	DSOs are responsible for managing and maintaining the distribution grid, which is a crucial component of the energy distribution system.
Electric Vehicle (EV) charge points	Charging points for vehicles that use electricity to improve efficiency or replace other fuels.
Energy Network Association (ENA)	Industry body representing the companies which operate the electricity wires, gas pipes and energy system in the UK and Ireland.
Estimated Time to Restore (ETR)	The estimated time we believe it will take to restore your power. This update is available through the Powertrack tool during a power outage.
FSP	Flexibility Service Providers.
Geographic Information System (GIS)	The information we hold about the network in our core system.
ICCP	Intern-control Centre Communications Protocol
Local Constraint Market (LCM)	The Local Constraint Market pays people and businesses to use this excess wind power locally in Scotland, as an alternative to curtailment.
Local Area Energy Planning (LAEP)	LAEP is a process designed to deliver effective local action to contribute to the 2050 net zero.
Long term development statement (LTDS)	Long Term Development statements is to provide information for anyone connecting to our distribution system at extra high voltage. It is designed to help to identify and evaluate opportunities for entering arrangements with us relating to use of system or connection.
Low Carbon Technologies (LCT)	Refers to a range of technologies that have the potential to significantly lower our global carbon footprint.

Term	Description
Local Energy Net Zero Accelerator (LENZA)	Geospatial planning software, powered by Advanced Infrastructure's LAEP+ infrastructure, provides data on network constraints, empowering planners to make better informed decisions about where to install new energy assets in their local areas.
Low Voltage (LV)	This refers to voltages up to, but not including, 1kV.
MVP	Minimal Viable Product
National Electricity System Operator (NEMO)	Electricity system operator for Great Britain
Near Real Time Data Access (NeRDA)	Making near real-time data from our network available to stakeholders.
NDP	Network Development Plan.
ODM	Operation Decision Making Framework
Priority Services Register (PSR)	A register of all customers in an electricity distribution area that are of pensionable age, have a disability, are chronically sick, require special communication needs, depend on electricity for medical reasons, have children under five in the household or require certain information and advice about supply interruptions.
PRP	Personal Resilience Plan
RIO-ED2	The next price control covering the five-year period from 1 April 2023 to 31 March 2028. A link to our RIO-ED2 business plan can be found here .
SDP	Strategic Development Plan.
Southern Electric Power Distribution (SEPD)	Southern England distribution licence area.
Scottish Hydro Electric Power Distribution (SHEPD)	North of Scotland distribution licence area.
SLC31E	Standard Licence Condition 31E: Procurement and use of Distribution Flexibility Services reporting requirements
Supervisory control and data acquisition (SCADA)	A control system architecture comprising computers, networked data communications and graphical user interfaces for high-level supervision of machines and processes.
SSEN	Scottish and Southern Electricity Networks.
TO	Transmission Operator.
VES	Virtual Energy System.
Vulnerability Future Energy Scenarios (VFES)	A vulnerability-based project with aims of benefiting consumers in vulnerable situations by predicting the scale and location of such situations as well as what new situations may cause vulnerability.

ENGAGE WITH US

For any queries or to request further information, please contact us on:



stakeholder.engagement@sse.com



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SSEN DSO Action Plan Year 2 (Dec 2024)



Sign up for our
DSO newsletter

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Scottish & Southern
Electricity Networks

Powering our
community