



SSEN Distribution

# DSO ACTION PLAN YEAR 2

October 2024



Scottish & Southern  
Electricity Networks

DSO Powering Change



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# Introduction

Our Distribution System Operations (DSO) functions are delivering pro-active investment and flexibility at the right time - and in the right place - to decarbonise local businesses, heating and transport and create more capacity. Our plans will unlock economic value, and enable our customers to connect in the communities we serve.

Welcome to Scottish and Southern Electricity Networks' 2024-25 Action Plan. This document sets out what we've achieved so far, and details what we plan to deliver next. We want to ensure we're on track to support delivery of the new UK Government's stretching Clean Power targets, and crucially we want to put our plans before you, so you can tell us what you think about them.

Here's a reminder of some of what we've delivered so far:

- More flexibility – we've procured over 700MW of Flexibility in 2023/24, helping release more capacity, faster.
- Connections progressed – we've unlocked 7GW of additional capacity through the technical limits programme and ramping of new connections, where more available capacity will be released over time.
- Data harnessed – we became the first network operator to publish full half-hourly smart meter datasets, modelling demand with greater accuracy.
- Local energy planning – our Local Energy Net Zero Accelerator (LENZA) tool is now giving dozens of our local authorities what they need to make well-informed planning decisions.

Since our last Action Plan, we've taken part in the first year of Ofgem's Distribution System Operations Output Delivery Incentive. The purpose of this process is, in Ofgem's words, "to drive licensees to more efficiently develop and use their network, taking into account flexible alternatives to network reinforcement."

Our performance was measured through a Satisfaction Survey of stakeholders, our team's appearance before Ofgem's performance panel, and a comprehensive written submission.

The detailed, constructive feedback we received has given us a solid foundation on which to make further progress.

We took this momentum into our recent DSO Autumn Series of events. These engaged stakeholders the length and breadth of our licence areas on all aspects of DSO functions. We delivered 12 tailored events, and our experts attended several more industry gatherings. Through these we engaged – either in person or online - with more than 500 people.

The feedback people gave us at these events is invaluable – and instructive. They told us how important it was for DSO functions to be enablers of local flexibility and community energy markets, especially given the new Government's target to deliver clean power by 2030, and the step-change in activity this will bring about.

In response to this, we're committing to accelerate the benefits of domestic and local flexibility and consult on our Community Energy Strategy.

Our stakeholders were also vocal about the need to improve the pre-connections customer experience; that's the stage before people make actual applications to connect. Specifically, they told us they couldn't find the data needed or apply it in the context of their plans.

To improve this, we'll hold Connection Opportunity Data workshops, to help customers understand more about the opportunities open to them.

These are just a couple of the decisions we've taken, in swift and direct response to your feedback. And what follows has details of more things we'll plan to do in the coming year.

Our door stays open to you throughout. If you've got insights you want to share, or if something you read here spurs you to give advice or feedback, we want to hear from you.

And all the while, our founding "Smart. Fair. Now." principles are still at the very heart of what we're doing. We're creating a smart electricity system to power us to net zero, combining flexibility and new networks to provide the optimal solution for our customers and communities.

Our approach is fair, through an open, sincere, and regular dialogue with our stakeholders, and protection for more vulnerable groups that's built in. And all this is happening right now. We're leading the way in our plans for strategic network development, in how we're harnessing data, and in our support for local authorities' net zero plans.

I hope what you're about to read leaves you informed, enthused, and curious. There will be many opportunities for you to speak to us over the coming year; my team and I will be excited to hear from you.



**Andrew Roper**

Distribution System Operations Director  
SSEN Distribution



# Our commitments in year 2



## Transparency and Coordination

We're transparent about our network development and operational decisions. We commission independent assurance. Our independent DSO Advisory Board hold us to account so we deliver benefits for all.



### Forecasting and planning future needs



We're bringing Strategy Development Plans and enhancing local area energy planning for our communities and stakeholders. We're increasing value from our Distribution Future Energy Scenarios. Our bespoke support will shape network development to meet Net Zero ambitions.

### Developing an inclusive market



We're scaling up flexibility through our flexibility market platform and focusing on domestic and local flexibility benefits. We're supporting flexibility service providers through market data and reducing barriers to participation.

### Delivering network flexibility at scale



We're accelerating connections, scaling our systems for flexibility and enhancing coordination amongst systems operators. We're delivering technical advancements and driving continuous improvement.

### Data and Insights



We're making information easier to support decision making. We're improving accessibility to more data, sharing new insights, methodologies and supporting stakeholders. We're piloting new data sharing infrastructure



# Transparent, trusted decisions

## Our DSO Advisory Board



### Gareth Miller

Gareth Miller is the Chairperson of SSEN Distribution's DSO Advisory Board.



### Dr Nicki Clegg

Dr Nicki Clegg brings 30 years' experience in a diverse range of sectors to her role the DSO Advisory Board.



### Bridget Hartley

Bridget is leading the setting up of a Regional Energy Strategic Planning capability for Great Britain; a new role recently given to the ESO.



### Dr Charlotte Johnson

Charlotte has over 10 years of experience researching social justice and participation in energy system change.



### Dan Robert

Dan has over 25 years of experience as an economic consultant in the GB energy sector, and is currently a Director at Frontier Economics.



### Professor Jan Webb

Jan is Professor in Social and Political Science at the University of Edinburgh, and co-director of the UK Energy Research Centre, where she leads research on local and regional energy systems.

Our DSO Advisory board brings together experts to critically evaluate our plans and methodologies, with the interests of stakeholders front-and-centre.

The board brings together a group of impressive individuals with a diverse and highly relevant set of skills. Around the table are experts in consumer engagement, community energy, energy markets and system operation, energy policy and law.

They have oversight of the transparency and coordination of our DSO actions and critically evaluate decisions and approaches adopted by us as we implement our DSO Strategy.

Our Advisory Board are supporting us to strive for improved DSO benefits. They are passionate about how we articulate our impact to communities and Net Zero and how we articulate our successes and areas of opportunity to stakeholders.

[Read more on \*\*ssen.co.uk\*\*](https://www.ssen.co.uk)





# Transparent, trusted decisions

Our governance arrangements embody our Smart, Fair, Now approach. Ensuring transparent, unbiased actions to efficiently accelerate towards net zero.

We believe that close working between DSO and DNO teams is critical to achieving net zero more efficiently. Under our governance model, the DNO and DSO functions are part of the same organisation, but stricter functional separation rules and measures are in place to mitigate any bias for asset ownership. Our integrated DSO business model enables us to operate more efficiently and to deliver our connections pipeline and low carbon technology uptake more quickly.

We recognise the need to make our decision-making processes transparent to stakeholders, so we've published and consulted on our methodologies for avoiding conflict of interest and providing transparency in our decision making both in network planning (Distribution Network Options Assessment) and operations (Operational Decision-Making Framework).

We publish our Distribution Network Options Assessment Outcomes, Strategic Development Plans and our Seasonal Operability Reports.

Our DNOA decisions are independently assured by a separate professional engineering services organisation to ensure our decisions are free of bias. Our independent DSO Advisory Board reviews the findings of this assurance work. Stakeholder feedback is baked into the design and review of key processes such as DNOA, ODM and Flex Roadmap and is actively assisted through data and insights such as LENZA and our real-time operational data. Requirements are gathered through formal consultations, bilateral conversation and day-to-day interactions and used to refine and update our activities.





# Stakeholder Insight: You Said, We're Doing

Our stakeholders are at the core of our DSO Action Plan and are driving the capabilities they need to transition to net zero.

Towards the end of our first year of DSO we carried out a stakeholder survey scoring an average of 7.42/10



## PROCESS

Stakeholders scored us 1-10 (1 very dissatisfied to 10 very satisfied) on 5 questions:

- Our coordination with other network and system operators.
- Our provision of data and information.
- Our support for flexibility market development.
- Our decision-making framework.
- Our approach to network planning.



## INSIGHTS

- We surveyed more stakeholders than any other DNO.
- Our highest score was for Network Planning.
- Trade associations, consumer advocacy groups and charities gave us the highest scores.
- Distributed Generators and Local Authorities were the highest proportion of respondents.
- Over 90 individual comments with constructive feedback.
- 11% response rate.



## FEEDBACK

- LA support – there was strong support for our work from LAs, but they would like more support with LAEPs.
- Data – our portal was welcomed by those who had used it, but some were not aware/struggling with logins.
- Flexibility – those engaging in flex responded positively but it was an area of frustration for those not participating.
- Coordination – stakeholders expressed frustrations about grid capacity and coordination between DNO/TO interface.

This feedback has shaped our Year 2 approach. We aim to improve our performance in the next survey through delivering on stakeholder requirements

### We have already:

- Reviewed all the feedback and designed our stakeholder action plan around it.
- Adapted our stakeholder engagement to be more tailored and specific.
- Worked with third parties to promote knowledge and understanding of our key initiatives.
- Measured the benefits that our DSO is providing to stakeholders and communities.
- Engaged with other DSOs and the survey provider to enhance the survey process.

### We plan to:

- Increase customer insight and confidence of our long-term system and network planning.
- Deliver Connection Opportunity Data workshops to help customers engage with our portal.
- Provide greater clarity on our governance model and how it delivers the right decisions.
- Demonstrate how DSO is a driver for fast and efficient access to the grid.






### Underpinning our stakeholder engagement is a focus on always ensuring this transition is a Just Transition- the fair in our Smart, Fair, Now

- We were the first DSO to publish a Just Transition strategy.
- We're the first DSO to enshrine care for our most vulnerable customers in future system planning with our Vulnerability Future Energy Scenarios.
- We were the first DSO to sign up to the Energy Systems Catapult campaign to mandate LAEPs which would provide local authorities with the funding and resources they need to complete them.
- We have collaborated with Flex Assure UK, Association for Decentralised Energy, and Centre for Sustainable Energy to publish the second HOMEflex report which recommends a Code of Conduct for the domestic flexibility market to ensure a just and fair transition to net zero.



# Our Key Performance Indicators

We have simplified and clarified our KPIs in response to stakeholder feedback and learning from best practice across the industry. Our KPIs are aligned to key aspects of our DSO strategy to help monitor progress. We will track our progress against these KPIs from December 2024

 <b>Forecasting and planning future needs</b>	Number of active accounts in our Local Energy Net Zero Accelerator (LENZA) platform	Number of Strategic Development Plans consulted	Number of Distribution Network Option Assessment (DNOA) Outcomes independently assured	<b>Focussing on:</b> Local community engagement, cross-sector collaboration and independent assurance
 <b>Developing an inclusive market</b>	MW procured for use during ED2	MW of Connections Accelerated using Access Products	£ Deferred through agreed flexibility services across ED2	<b>Focussing on:</b> The procurement of flexibility services, efficient network development enabled by flexibility services, accelerated access to our network, data exchange enabling whole system coordination, and data exchange to ensure coordination between system operators
 <b>Delivering network flexibility at scale</b>	Number of Near-real time and half-hourly data points routinely published or shared	% DSO- NESO risk-of-conflict messages delivered to standard		
 <b>Data and Insights</b>	% Increase in Network Visibility during ED2	Number of Data discovery workshops, events and engagements	% Data Sets published with additional insights (i.e. methodologies, guidance)	<b>Focussing on:</b> Increase in network visibility, the scale of data engagement and support, and the level of enrichment or additional insight
 <b>Transparency and Coordination</b>	% DSO Advisory Board Feedback actioned	Performance Panel Assessment score (reported annually)	Stakeholder Satisfaction Survey score (reported annually)	<b>Focussing on:</b> external scrutiny, advice and evaluation





# Delivering at pace for our customers and communities

## Managing network capacity is crucial to ensure electricity networks are an enabler not a blocker to net zero



Our journey to net zero is well underway and accelerating further through Clean Power 2030 and Connections Reform.

Our Distribution System Operator (DSO) functions are accelerating this transition, enabling whole system benefits and using flexibility as a driver for fast and efficient access to and investment in the grid.

- ✓ **Enable** decarbonisation through proactive investment and the application of flexibility, releasing capacity quickly and efficiently.
- ✓ **Improve** the connections experience by offering; more options, more choice, and more insights driving faster decisions.
- ✓ **Grow** the number of customers participating in flexibility services, simplifying the process and increasing possible revenues.
- ✓ **Drive** economic growth by supporting local area energy plans and engaging on strategic development plans.

## Easier information to support decision making

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.



**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

## A range of options to help you connect faster

To help you connect faster, we've developed a series of different Access Products, giving you options to connect early with some degree of compromise.

We continue to innovate and develop new low-cost access products that enable the early connection of smaller connections in congested networks.



## Action to accelerate domestic and local flexibility benefits

We are building on our Flexibility Roadmap to ensure households and micro-businesses connecting to our local electricity network benefit from a smarter, more flexible electricity system, and are developing local flexibility services so that the benefits start at the local level and cascade upwards.

In April we were pleased to announce our partnership in LEMA (local energy market alliance) – LEMA brings together technologists and equipment vendors, local authorities, housebuilders and networks across Europe to consider the practical steps needed to support local energy.



# HOW WE ARE BUILDING AND EVOLVING OUR DSO IN YEAR 2

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# Forecasting and planning future needs

Planning strategic investment with local needs in mind and being open about our networks.



## Our customers and stakeholders are asking us for



- Continued roll out of LENZA; including onboarding and bespoke support through our Net Zero Engagement Specialists.
- Continued insight and involvement to our DNOA processes.
- Clear evidence of external assurance on strategic investment decisions.
- Continued enhancement of our DFES processes, shared in accessible and easy to understand ways.
- Granular detail of our networks.

## Accelerating to deliver on evolving needs



The energy landscape is rapidly evolving, with around 200 GW of capacity in the GB distribution network connection queue as of mid-2024.

Through strong partnerships with customers and local authorities, we're continuing to support the delivery of local energy plans and community energy projects, exploring enhancements to LENZA and developing new tools to aid in these efforts. We're further actively engaging with DESNZ to with regards to the Government's Great British Energy Local Power Plan, to help support its design and delivery to operate with a flexible and efficient energy network.

To address growing connection challenges, we've developed a DSO connections plan and enhanced pre-application information to help customers identify optimal connection opportunities. We're actively engaged with the NESO's (Regional Energy Strategic Plans) RESP developments to understand how they can help our strategic planning activities and have offered projects for collaborative pilots to develop insights.

## The products and services we are delivering



### Enabling Local Power

- We are committed to supporting local community and regional energy plans. We will continue to provide ongoing support to local authorities with the planning and implementation of Local Area Energy plans.
- We are working with stakeholders and across industry to define and publish a community energy strategy to support more local power ambitions.
- Our Net Zero Engagement Specialists will continue to provide bespoke engagement for individual stakeholders and cohorts to achieve their ambitions.
- All local authorities will continue to have access to LENZA, with improvements in its usage and functionality, informed by users. We will establish a LENZA user group to help drive these improvements.
- We are engaging regularly with the NESO's RESP team to understand how the RESP can enhance the development of local area energy plans and the transition to Net Zero.

### Transparent Decision Making

- We regularly publish Distribution Network Options Assessment (DNOA) reports for stakeholders, detailing updates to methodology, decision-making, and conflict resolution.
- In addition, we are working with stakeholders to review our DNOA methodology to ensure the most accessible information.
- We will work across departments and in consultation with stakeholders on a Code of Conduct between DSO and Distribution Network Operator (DNO).
- Last year we published in consultation our conflict mitigation process as part of our DNOA methodology. This year we will provide transparent examples of this in action.

### Whole system planning and strategic investment reporting

- Providing detailed decision making, data and network visibility is one of our priorities. We are developing regional Strategic Development Plans which when published this year will provide our decision-making methodologies.
- This year we are enhancing our decision reporting with Strategic Development Plans (SDPs) which show more granular network insights, information and underpinning methodologies. We are publishing these in consultation with customers to enable informed decision making.
- We will continue to work with stakeholders to deliver our Distribution Future Energy Scenarios (DFES) annually. Our DFES leverages National Energy System Operator (NESO)'s future energy scenarios, local stakeholder insights and local area energy plans.

### Improved Insight and Data

- We will make our network data more accessible for customers and stakeholders.
- This year we will share data to support connection activities, integrating it with network planning and our Long-Term Development Statement (LTDS).
- We are providing revised capacity heatmaps to give customers a clearer view of future connections.

## The outcomes we are targeting



- Increasing our customers insight and confidence of our long-term system and network planning.
- Enabling stakeholders and customers to have transparent and easy to understand information to help them in decision making.
- Reducing barriers to participating in our Distributed Future Energy Scenarios process.



## Our early focus- by April 2025 we will:

Publish 24 Strategic Development Plans providing more granular network insights.

Deliver 4 new Distribution Network Options Assessment (DNOA) Outcome summaries and refined our DNOA Methodology.

We will share our DSO/DNO Code of Conduct with accessible materials.

We will embed LENZA within our business as usual activities with demonstrable examples of how this is being used to develop LAEPs.



# Developing the flexibility marketplace

Further expanding range of services available to stakeholders and encouraging participation in the marketplace.



## Our customers and stakeholders are asking us for



- Continued high quality support for Flexibility Services Providers participating in Markets.
- More external communications on our flexibility market products, what they are and when we will procure them.
- Continued innovation in emerging flexibility markets.
- A focus on supporting inclusiveness and domestic participation in flexibility, especially for more vulnerable households and communities.

## Accelerating to deliver on evolving needs



We are committed to maturing, adapting and evolving our flexibility services through ongoing stakeholder engagement.

The new Government ambitions, including the Clean Power 2030, GBE's Local Power Plan 8GW generation target, and the NESO's RESP frameworks, is further shaping our approach and need for flexibility to manage our network both from a Flexibility Service and Access Product perspective.

Our annual flexibility roadmap progress reports will explain how we are delivering against our roadmap, with the roadmap itself being updated as our strategy develops. This ensures our strategy stays aligned with the UK's changing energy landscape, particularly as the Market Facilitator role becomes more defined.

It is our aim to develop a liquid Flexibility Services market, which will enable us and others to support the Clean Power 2030 goals. Actions we have taken towards this over the last year, include: the launching of a new market platform, facilitating short term Flexibility Markets, collaborating with NESO and Elexon and reducing the number of contracts participants need to sign.

Our commitment to promoting flexibility includes supporting emerging providers and ensuring equitable distribution of benefits, demonstrated by projects like HomeFlex. We are also engaging actively with the RESP consultation to ensure universal access to flexibility services for all consumers.

## The outcomes we are targeting



- Increased participation in Flexibility Markets, to drive increasing market liquidity, so we can use Flexibility Services in more often.
- Better flexibility insights and access for stakeholders with, tailored engagement through our webinars, forums, and adaptive approach.
- Improved access and use of flexibility services with Flexibility Service Providers (FSPs) benefiting from our new market platform and standardised processes.
- An enhanced strategy for flexibility participation at domestic level, including energy efficiency, fairness and enabling access to other markets.

## The Products and Services we are delivering



### Increasing stakeholder engagement and participation

- We will continue to support Flexibility Service Providers (FSPs); potential FSPs and other stakeholders to gain a better understanding of flexibility through our programme of webinars and events.
- We will build on our existing customer forums to increase awareness and understanding.
- Our tailored engagement approaches and regularly published materials will support industry insights into Flexibility Services.
- We will continue to encourage and monitor the uptake of NESO and wholesale flexibility from energy flowing through our network to allow safe operation of the network whilst maximising Flexibility uptake.

### Insights/Data/Transparency

- We are using our new market platform to improve service access, streamlining the process for all FSPs and enhancing the experience for individual participants
- We will visualise service requirements using our platform and make it easier for FSPs access and use this data.
- Adapting to stakeholder feedback we are updating the data we publish to increase data on the market platform and directly accessible on the website.
- We remain consistent with ENA standard flexibility products and will introduce new services such as month ahead procurement using the new Scheduled Availability and Operational Utilisation (SAOU) standard
- Though our ExtenDER trial we have identified where secondary trading may be beneficial and will publish these learnings. We continue to monitor the need for development of secondary trading if it becomes useful to customers.

### Action to accelerate Domestic and Local Flexibility Benefits

- We are building on our Flexibility Roadmap by specifically developing a strategy to ensure domestic and micro-businesses connecting to our local electricity network benefit from a smarter, more flexible electricity system.
- We are preparing a new service for smoothing network utilisation. This builds on our long-run Load Managed Area demand diversification service trials in our North of Scotland network which has historically high levels of load management dating back to the role out of off-peak heating.
- We are working in partnership with Local Energy Market Alliance (LEMA), to test services that accelerate the early connection of new housing with LCT in congested networks.
- We are exploring the opportunity to accelerate Energy Efficiency and coordinate use of Low Carbon Technology (LCT) to free up capacity on our network for the connection of existing and future new assets.
- We are developing new low-cost access products to enable the early connection of smaller non-domestic connections in congested networks
- We continue to drive the standards we set through HomeFlex for domestic flexibility customers; promoting fairness and inclusivity in the national markets.



## Our focus- by April 2025 we will:

Publish our Local Flexibility Strategy, drawing on our demand diversification trials, LEMA partnership and use of energy efficiency.

Grow the use of the new market platform and respond to user feedback.

Run short term Flexibility Markets on the new market platform every month in Autumn, Winter and Spring.

Review and publish our annual flexibility roadmap report.



# Delivering flexibility

Supporting delivery of flexibility with a range options for dispatch and coordination with electricity system operator.



## Our customers and stakeholders are asking us for



- Easy to understand explainers about our operational coordination and how we make decisions at the control room.
- Increased coordination with NESO.
- Technology improvements that will allow DER owners to manage their assets easier.
- A resilient network for dispatching flexibility.

## The outcomes we are targeting



- Improved whole electricity system experience through enhanced coordination with NESO.
- Tailored solutions based on customer needs, that will enhance our customer service and stakeholder engagement.
- Efficient improvements and improved supply security through incremental technical innovations.
- Enabling a safer, more resilient network as we implement solutions to enhance monitoring, data quality, and accuracy.

## Accelerating to deliver on evolving needs



- Our work to deliver scalable flexibility plays a key role in achieving the Government's Clean Power 2030 targets and is crucial for overcoming challenges in integrating more renewable energy across varying voltage levels. This approach ensures a reliable, efficient, and low-carbon energy system.
- As the first DSO to combine our operational decision-making for flexibility services, access products, outage planning and wider coordination we stand ready to scale up to meet these challenges. Our efforts in delivering scalable flexibility support increasing decentralisation and electrification. Improving our mechanisms for dispatching flexibility at scale is essential to enable more renewable integration, and so our plans for evolving our systems for flexibility are a key focus this year.
- We continue to work closely with NESO, and are undertaking complementary work with Elexon in their market facilitator role to help drive a coordinated, efficient and flexible electricity system. Evolving with the market as roles are defined is vital to ensuring a stable and fit-for purpose network, so we are committed to working closely with all stakeholders to ensure we are involved with, can implement and can effectively communicate the impacts of any changes.

## The products and services we are delivering



### Closer coordination across the Electricity System

- We are coordinating closely with NESO and UK Power Networks to test Planning and Outage Data Exchange (PODE) and support wider industry thinking through projects like Fractal Flow.
- By partner with NESO, we are demonstrating the impact of data integrations to avoid service conflict, reduce outages and increase flexibility participation through the CASCADE project.
- We are striving for new innovations through our pilot Data Sharing Infrastructure with NESO through the Virtual Energy System initiative project.
- We will progress our second ICCP link into SHEPD operations.

### Scaling our systems for flexibility

- We are building on our future control room vision and improving how we share information with the NESO in near and real time.
- We are developing the next generation of systems needed to operate flexibility services; manage access products and coordinate with wider network operations to release capacity and accelerate connections.
- We want to ensure we have the systems, people and processes in place at the right time to optimise dispatch at scale.

### Industry leading and transparent dispatch logic

- We will continue to refine and evolve our Operational Decision Making (ODM) framework through extensive stakeholder engagement and will drive industry best practice and knowledge exchange.
- We are committed to publishing near real-time data to increase transparency of system performance and curtailment data.
- We will lead and encourage industry-wide adoption of new standard settlement processes.
- We will strive to make our services available to ANM customers online in close collaboration with stakeholders.
- We will continue quarterly Seasonal Operability Reports.

### Continually enhance technical performance

- We will continue to refine our high voltage network forecasting to enhance dispatch efficiency in line with customer expectation.
- We will refine field-based ANM hardware to simplify installation at complex sites across our license area.
- We are increasing uptime by introducing secure remote access to field-based devices to enable faster support to customers.
- We are committed to continuous improvement of performance through initiatives, including optimising communications to reduce latency and tuning and improving system set-points.

## Our early focus – by April 2025 we will:



Progress our ICCP link into SHEPD, pilot data sharing with NESO, and enhance flexibility through partnerships.

Enhance our information sharing with NESO, develop flexible systems, and ensure optimised processes for dispatching flex at scale.

Continue to lead and evolve our ODM framework, increasing our transparency and maintain stakeholder confidence by publishing quarterly our reports and leading on the dispatch logic for managing risk of shortfalls.

Refine network forecasting, simplify ANM hardware installation, enhance remote access, and improve performance by optimising and tuning our systems.



# Data and Insights

Sharing data and information to enable a smarter energy system



## Our customers and stakeholders are asking us for



- Wider reaching promotion of our data portal.
- Ongoing support for Data Portal users.
- To provide greater data consistency.
- A more in-depth roadmap for which data we are producing and when.
- Robust safety measures and clear decision making about when and how we publish critical infrastructure data.
- Enhanced Smart Metering visualisations, geospatial information and additional datasets published on our Open Data Portal.

## Accelerating to deliver on evolving needs



- Data and data sharing, remains the key to unlocking our net zero ambitions, facilitating coordination and continued innovation. We're establishing an adaptable data-sharing infrastructure to improve the customer experience across all aspects of our DSO services which will continue to evolve to ensure the changing landscape is considered.
- Our approach involves publishing datasets and tools focused on consumer needs, with enhanced accessibility. We know the landscape of data processing and tool development is constantly improving and iterating with changes to AI and processing capabilities and so we're adapting our approach to ensure our releases are at the forefront of industry best practice.
- As a low carbon electricity enabler, data is an essential tool supporting our key role in local power plan and LAEP delivery. This year, we're focused on using data help alleviate connections challenges, using engagement with stakeholders to guide this. We're doing this by enhancing the customer experience with clearer requirements and insight for connections. Through improved data visualizations, such as our Low Carbon Technology Growth and Asset Capacity and DFES publications, we're also able guide customers to connection opportunities.

## The products and services we are delivering



### Publishing Open Data

- We will deliver data solutions that align with customer expectations by achieving our 2024/25 roadmap goals and integrating new use cases.
- Data masterclasses will help customers tailor their use and address feedback. This will improve the data experience, ensuring continuous improvement.
- Our portal will be enhanced with practical videos and guides to improve usability and ensure customers can effectively navigate and utilise the features and underpinning datasets.

### Leveraging Smart Meter Data

- We lead the industry by safely publishing our full smart meter half-hourly consumption data daily on our data portal and sharing best practice across industry.
- The data provided in the portal is embedding further understanding of the local LV network. We are working with Low Carbon Technology providers to embed more understanding of their own data capabilities. This will help develop local flexibility and drive market liquidity because of informed, educated consumers.
- We are using smart meter data to address voltage performance and proactively resolve complaints during outages, new connections, and improve customer service experience.

### Delivering Technical Improvements

- We will enhance our technology and processes and prepare the next release of our near-real time data access (NeRDA) portal.
- We are driving changes in a Unified Network Model which will centralise and standardise datasets, including electrical types and network topology across all voltages, improving data consistency and accuracy.
- We will continue to deliver training and support for staff to ensure data quality, implementing more of Icebreaker 1 standards and assurances while working with other DSOs to share learning across industry.

### Collaborating with Others

- We will continue to work across sector to drive national standards in data; this year our work will include collaborations with Department of Energy Security and Net Zero on a national smart meter data repository
- We continue to update our network visibility strategy, incorporating new and enhanced network data to improve visibility of asset performance, decision making and external data access. We do this in consultation with stakeholders to enable best value.

## The outcomes we are targeting



- Enabling customers to make informed decisions about their connections and future usage through improved network visibility.
- An enhanced customer experience through enhanced monitoring and fault detection.
- Enabling Customers to receive the most valuable data insights through a focused, intentional data-sharing approach.
- Ensuring customers are protected from risks through strong data security measures aligned to regulatory requirements.

## Our early focus – by April 2025 we will:



Publish methodology statements that detail how we have prepared our data, our controls and governance, and illustrate how we are using the data internally ourselves so other users get the most out of our data.

Incorporate smart meter functionality into our customer facing Power Track application when reporting powercuts. Rollout smart meter voltage data to front line customer service teams to improve customer voltage quality queries.

Host quarterly 'Connection Opportunity Data Workshops' designed to help customers understand opportunities on our network and reduce the need for one-to-one pre-connection application surgeries or speculative connection requests.

# What we are delivering this year

**KEY**

- Stakeholder engagement
- Publications

	Q1 (Apr – June 2024)	Q2 (Jul – Sept 2024)	Q3 (Oct-Dec 2024)	Q4 (Jan-March 2025)
Forecasting and planning future needs	Local Authority Guides Published	DNOA Outcome Report	VFES Report Published DNOA Outcome Report	DNOA Outcome Report DNOA Consultation DFES Published DNOA Outcome Report
			DFES production	DSO/DNO Code of Conduct
		HOWSUM Cost Submission	HOWSUM- Detailed Optioneering and Assessment	LRE Submission HOWSUM Submission Digital UM Submission
Developing the flexibility marketplace	SLC31E Reports	Long Term Bidding	Long Term Bidding	Long Term Bidding Local Flexibility Strategy Annual Flexibility Roadmap Report
		Short Term Bidding	Short Term Bidding	Short Term Bidding
		Short Term Bidding	Short Term Bidding	Short Term Bidding
			Short Term Bidding	Short Term Bidding
			Energy Efficiency Product (LEMA)	
		Short Term Bidding	Short Term Bidding	LMA Diversification Service Trials
				Local FLEXibility Product Development
Delivering network flexibility	SOR Published	SOR Published	SOR Published	SOR Published ICCP Link Development
		ANM Design Guide Update	ANM Focus Groups	Engaging ANM customers about a customer portal.
	Operational coordination programme development	ODM Webinar	Draft ODM	ODM Consultation Release ODM
		Dispatch process and procedure review	Systems for Flexibility Discovery	Systems for Flexibility Design
Driving transparency and coordination	DSO Advisory Board	DSO Quarterly Newsletter	DSO Advisory Board	DSO Advisory Board DSO Quarterly Newsletter Connections opportunity workshops
				Methodology statements and guidance
			Smart metering: PowerTrack and voltage reporting	Smart Meter visualisation on data portal Network visibility strategy published
			DSO Autumn Series	DSO/DNO Coordination published Distribution Just and Fair Strategy

# ENGAGE WITH US

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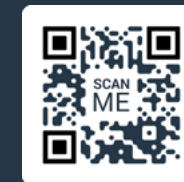
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