

2023

DIGITAL ACTION PLAN

SSEN



Scottish & Southern
Electricity Networks

CONTENTS

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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8 HOW YOU CAN GET INVOLVED	Most importantly, we explain how you can shape our Digital Strategy and Action Plan moving forwards



FOREWORD

Our 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 all our different customers can expect in the short and longer term.

Our plans have been shaped by those who matter most – you – our customers, people and communities we work with. In developing [our business plan](#), we engaged with over 25,000 stakeholders to seek their views on every aspect.

This supported the 2023 update of our Digital Strategy and we are committed to continuing the conversation, so our digital investments best serve the specific needs of all customers across all the different relationships we manage, from household customers and businesses who rely on electricity to power their lives, all the way to flexibility providers and Local Authorities who are critical to the planning of the future energy system.

Our investment in digital is critical to supporting our customers both today and in the future and we look forward to continuing this journey with you.



Andrew Roper

Distribution System Operations Director
SSEN Distribution



OUR DIGITAL STRATEGY AND ACTION PLAN



OUR DIGITAL STRATEGY

- **Our Digital Strategy** shares what 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.



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.





UPDATES TO OUR EXISTING SERVICES

SSEN provides a range of digital products and services that serve the needs of our customers and stakeholders.

...provided for the following customers and stakeholders

Products and services	Its purpose	Where you can find it	How we measure success	Households and small businesses - experiencing a powercut	Customers who need extra support	Households and small businesses looking to connect to our network	Businesses who have large scale connection requests	Flexibility Provider	Data Partners and Innovators	Supply Chain Partners	Local Authorities, community groups and other related parties	Local and National Policy Makers
Active Network Management status	Live update of our Orkney and Isle of Wight ANM systems.	ANM (ssen.co.uk)	Ongoing updates to the system to reflect new DERs as they join the ANM system.			✓	✓	✓	✓		✓	
Customer Vulnerability Heatmap	A Mapping Tool showing vulnerability indicators using publicly available datasets.	Not available publicly - contact us for more information stakeholder_engagement@sse.com	Number of users with access and numbers of customers helped as a result of using the tool.		✓				✓	✓	✓	✓
Dynamic Purchasing System (Delta)	Procurement platform for Flexibility Services.	ssen.delta-esourcing.com	Provider pre-qualifications, feedback on features.					✓		✓		
ICP GIS Platform	Dedicated website providing access for Independent Connection Providers to SSEN's GIS Electric Office system.	Link – ICP access only Click here to Register with us as an ICP	49% increase in new users in the last 6 months and a total of 2867 users.				✓	✓	✓	✓		
Flexible Power	Online platform for DNOs and service providers to operate Flexibility Services. Adopted by 4 DNOs.	flexiblepower.co.uk	Rate of adoption by Flex providers, feedback on features and performance.					✓	✓	✓		
Improved EV and Heat Pump connection applications	A simplified process for customers making online EV and Heat Pump connection applications.	ssen.custhelp.com	5715 applications through the portal.			✓	✓					
London Underground Asset Register (LUAR)	Providing Greater London Authority with a digital system map of our assets to enable better coordination between utilities.	London Underground Asset Register (london.gov.uk)	Third party feedback and use of this service.							✓	✓	✓



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Machine Learning for incident reporting	Using images submitted by PowerTrack users to aid machine learning and eventually make automated decisions and understand the severity of damage.	In progress	Customer and stakeholder feedback.	✓	✓			✓	✓		✓	✓
Open Data Requests Triage	Responding to Open Data requests from customers and stakeholders with an efficient methodology, driving towards Open Data, accessibility, and transparency enabling more proactive use of data to unlock net zero.	SSEN Open Data (ssen.co.uk)	Requests vs Responses Number of data sets classified for open or shared distribution.	✓	✓	✓	✓	✓	✓	✓	✓	✓
Outage Management System Enhancements	Integrating smart meter data to allow customers to check if they have power supply or an internal issue, as well as enhanced job information and tracking to make it easier for customers to stay up to date on restoration work.	Power Track (ssen.co.uk) Power Track iOS App Power Track Android App Enhancements in progress	Customer feedback and uptake	✓	✓			✓	✓		✓	✓
Planned outage scheduling portal	Provide 3rd parties with visibility of planned outages via a digital platform.	Planned Outage (ssen.co.uk)	Third party feedback and use of this service.	✓	✓				✓	✓		
Smart Metering Data Enhancement	We are building our capability to collect and utilise large volumes of smart meter data, in both real-time and data storage repository to support and enhance many of our ED2 activities, such as better load model forecasting and to speed up new connections and LCT's.	SSEN Smart Meters (ssen.co.uk)	Feedback and discoveries through analytics.			✓	✓	✓	✓	✓	✓	✓
VFES - Vulnerability Future Energy Scenarios	This is extending our Distribution Future Energy Scenarios to better understand potential changes and impacts for vulnerable consumers and communities.	Vulnerability Future Energy Scenarios (ssen-innovation.co.uk)	Customer and stakeholder feedback.		✓			✓	✓	✓	✓	✓



PRODUCTS AND SERVICES WE ARE DELIVERING FOR THE PEOPLE WE SERVE

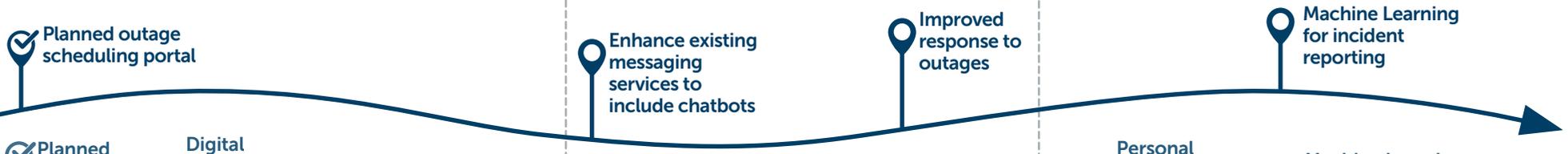
SINCE OUR LAST ACTION PLAN - JUNE 22

OUR EARLY FOCUS IN THE NEXT 6 MONTHS..

FUTURE HIGHLIGHTS...

✓ COMPLETED

Households and small businesses experiencing a power cut



Customers who need extra support



Households and small businesses looking to connect to our network



Businesses who have large scale connection requests

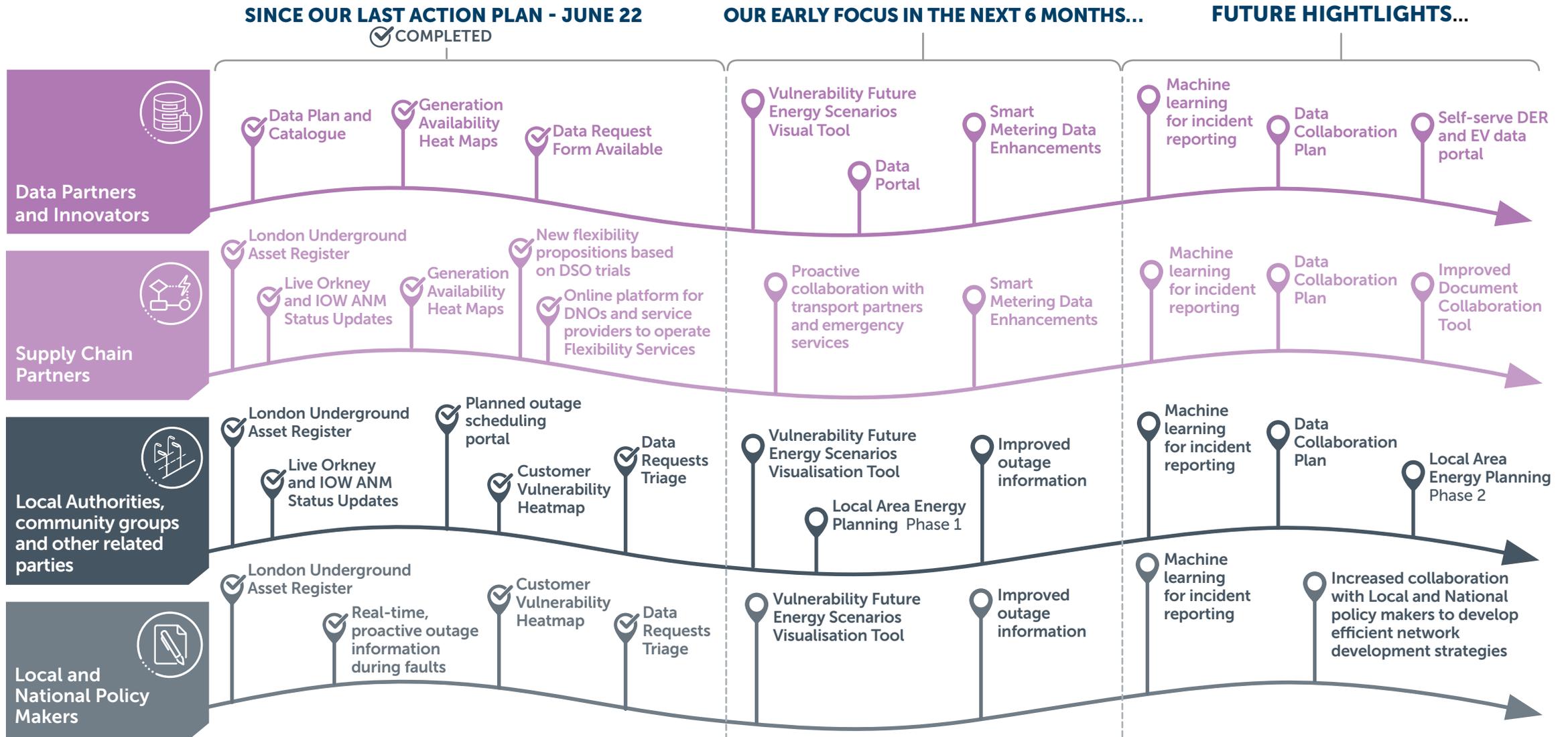


Flexibility Providers





PRODUCTS AND SERVICES WE ARE DELIVERING FOR THE PEOPLE WE PARTNER WITH





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.
- This insight will continue to be used as we 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 our 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.
 - 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.
 - As part of our future DSAP updates we will provide a supporting benefits analysis for all future products and services.
- 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 WILL MEASURE OUR SUCCESS

Specific Initiative	Measure of success	Progress since last Action Plan and focus in the next 6 months	Future Highlights
 HOUSEHOLDS OR SMALL BUSINESSES EXPERIENCING A POWER CUT			
<p>We will message you about power cuts so you don't need to contact us. We will do this on your preferred channel and tell you how long it will take to get the power back on using our "Smart Estimated Time to Restore" model.</p>	<ul style="list-style-type: none"> 100% of customers receive an update on their outage within an hour of the power going off via their preferred method of contact. 100% of customers receive an update every 2 hours on the progress of their outage. 100% of customers receive a restoration contact to provide an update as to the outcome and remedy of the outage. Customer satisfaction for Ease of Contact to 9.2/10. 	<ul style="list-style-type: none"> We are continuing to invest in our Power Track tooling which now services 80% of customers experiencing a power cut. We are upgrading our Outage Management Services, investing to provide proactive notifications and automated messaging to our customers. We are integrating Smart meter data to allow customers to check if they have power supply or an internal issue, as well as enhanced job information and tracking to make it easier for customers to stay up to date on restoration work. <p> Planned outage scheduling portal</p>	<ul style="list-style-type: none"> We will predict where network issues will happen and fix them before you know about them. This will be based on our "Fault Forecasting" capability that will draw on better monitoring of the network and its usage, weather, insight about past faults and many other inputs. We will use images submitted by Power Track users to aid machine learning and eventually make automated decisions to understand the severity of damage. <p> Machine learning for incident reporting</p>
<p>Improve visibility of where our engineers are and when they will arrive to fix the issue, making use of improved understanding of network issues and where our engineers are working.</p>	<ul style="list-style-type: none"> ETRs are pushed back by less than 2 times on all faults. (average). 80% accuracy on initial ETR compared to actual time restore. Customer satisfaction on accuracy of information to be 9.2/10. Customers are able to track their engineer on 90% of all service requests and faults. 	<ul style="list-style-type: none"> We have delivered the Smart ETR tool which has increased accuracy of restoration times and directly improved customer visibility of service outage restoration and increased customer satisfaction. We aim to continue to improve the accuracy of our restoration times for all customers. <p> Improved response to outages</p>	<ul style="list-style-type: none"> We are investing to make our network net zero ready, more intelligent and resilient to climate change. This requires investment in our network assets and control systems.
<p>We will use digital channels to connect you with people to support you during power cuts. This will be made possible by improvements in customer management systems.</p>	<ul style="list-style-type: none"> All customers, regardless of needs, are able to access all of our services and are never forced to switch channel unless they wish to do so. ChatBot to self-serve 75% of all customer enquiries without passing to an agent. Average response time on social channels under 5 minutes. Digital Customer Satisfaction Score of 9.3/10. 	<ul style="list-style-type: none"> We continue to evolve capabilities such as chatbots, social channels and powerbots to improve customer experience. <p> Enhance existing messaging services to include chatbots</p>	<ul style="list-style-type: none"> We will offer more communication channels and have more information about your needs so we can improve our service.



HOW WE WILL MEASURE OUR SUCCESS

Specific Initiative	Measure of success	Progress since last Action Plan and focus in the next 6 months	Future Highlights
 CUSTOMERS WHO NEED EXTRA SUPPORT			
<p>Updates every 2-4 hours in your preferred channel when a power cut or other issue happens, using our "Smart Estimated Time to Restore" model.</p>	<ul style="list-style-type: none"> 100% of customers receive an update every 2 hours on the progress of their outage. Customer Satisfaction on Communication During the Outage at 9.2/10. 	<ul style="list-style-type: none"> We have moved to an integrated channel solution which takes 2 hourly updates direct from the field engineers and automatically disseminates this via a multi channel solution. <p> Planned outage scheduling portal</p>	<ul style="list-style-type: none"> Using smart metering data and analytics to improve our visibility of the network and deliver insight to our customers. <p> Machine learning for incident reporting</p>
<p>Understanding and knowledge of your specific needs and details of your carers (if you tell us). This will be made possible as a result of improvements in our customer management systems.</p>	<ul style="list-style-type: none"> All PSR 1 customers to have a Personal Resilience Plan by March 2024 and all other PSR customers by March 2025 All customers to have the ability to self-serve a personal resilience plan builder online by 2025. PSR Customer Satisfaction at 9.4/10. 	<ul style="list-style-type: none"> We are extending our existing capability to encompass a view of carers and additional support needs and to enable bespoke personal resilience plans for customers. 	<ul style="list-style-type: none"> Extra support services become more tailored to your specific needs. <p> Personal Resilience Plan for all PSR Customers</p>
<p>Make it easy for you to link with our partner support organisations e.g. related to fuel poverty.</p>	<ul style="list-style-type: none"> Customers able to receive fuel poverty support within 5 days of requesting it. 100% Customers able to self-serve their needs online for help on fuel poverty, including self-referral. Fuel Poverty Support CSAT at 9.2/10. 	<ul style="list-style-type: none"> Integrated into our registration service for priority service the ability to share data with partner organisations. We have also launched a digital energy efficiency tool to support our customers. Streamlined to a single partner relationship to provide a cohesive service to customers who need additional support with their bills. <p> Digital Energy Efficiency tool</p>	<ul style="list-style-type: none"> Dedicated support to help you take advantage of 'net zero' opportunities.
<p>Work with gas, water and other electric companies to maintain one common up to date list of people who require extra support ("The Priority Services Register").</p>	<ul style="list-style-type: none"> One-time registration for PSR for all utilities. Customers PSR data cleansed every 24 months. 	<ul style="list-style-type: none"> Successfully participated in the 'Water Sharing' project whereby all water and DNO companies now share their data. We led the industry project to launch a priority services website. <p> PSR Data Sharing</p>	<ul style="list-style-type: none"> We will continue to support the industry wide conversation on moving to a consolidated Priority Services register. <p> One-time registration for all PSR Customers</p>
<p>Tailored plan for what you need to do in emergency situations e.g. backup power solutions during a power cut.</p>	<ul style="list-style-type: none"> All PSR customers to have access to a Home Emergency Plan by December 2023. PSR Customer Satisfaction at 9.4/10. 	<ul style="list-style-type: none"> Implemented an interim solution 'Home Emergency Plan' which provides customers with the tools and guidance to self prepare. We will continue to move forward our plans for a bespoke and automated personal resilience plan. <p> Home Emergency Plan</p> <p> Home Emergency Plan for all PSR customers</p>	<ul style="list-style-type: none"> Ever more accurate and up-to-date knowledge of who needs extra support and what their needs are, including those people not yet registered.



HOW WE WILL MEASURE OUR SUCCESS

Specific Initiative	Measure of success	Progress since last Action Plan and focus in the next 6 months	Future Highlights
 HOUSEHOLD OR SMALL BUSINESS WHO WANTS TO CONNECT TO THE NETWORK			
<p>Making it quick and easy to get a connection quote online and then pay for and book installation appointments. This will be made possible as a result of improvements in customer management systems already underway.</p>	<ul style="list-style-type: none"> 75% of applications processed and managed online. Applications are raised and processed within 24 hours. Minor connection quotes are issued within 48 hours. 100% of customers on minor connections able to book connection date at point of payment. 100% customers eligible for self-serving payment needs. 	<ul style="list-style-type: none"> Connections Front Door has enabled customers to self serve payment and manage their initial application. We are modernising connections services and currently investigating market options to deliver greater automation and self serve capability. <p> Self serve payments</p>	<ul style="list-style-type: none"> All connecting customers (whether simple or more complex) have a quick and easy process for creating designs, receiving quotes, making payments and scheduling appointments. <p> <u>Self serve portal for immediate connection quotes</u></p>
<p>Providing accurate estimates for speed of connection, supported by a great customer experience via our website.</p>	<ul style="list-style-type: none"> Customers provided with a timeframe of their connection, bespoke to their application at point of application. 	<ul style="list-style-type: none"> We have developed an interim solution to provide customers with an indicative timescale via the website. We are upgrading our work, planning and scheduling capability to bring a broader range of functionality and increase the accuracy of our delivery estimates. We are currently at the design stage for this upgrade. <p> indicative connection timescale via website</p> <p> Increased accuracy of connection timescales</p>	<ul style="list-style-type: none"> Make it easy to interact with our connections experts, so that all the information is known to our teams and you can get answers to questions quickly.
<p>Providing options on how to speed up connection timeframes and how customers could earn money from flexibility.</p>	<ul style="list-style-type: none"> We have made heatmaps available via the website to increase customer visibility which has generated a 100% customer satisfaction score with an increased frequency of refresh. 	<ul style="list-style-type: none"> We are increasing the visibility of capacity demand and headroom on the network via implementation of monitoring capability and analysis of data. 'Near Real-time Data' (NeRDA) beta is providing near real-time power flow data to support the flexibility market and help create opportunities, we will seek stakeholder feedback to further develop the service. Smart meter consumption data will be incorporated into our load model which will provide greater visibility of current demand and forecasting capabilities. <p> Generation Availability Heat Map</p>	<ul style="list-style-type: none"> Building on NeRDA beta we will seek stakeholder feedback to further refine a greater range of products. <p> <u>Tailored propositions based on deeper insights on customers and our network</u></p>
<p>Improve visibility of where our engineers are and when they will arrive to install your connection, making use of improved understanding of network issues and where our engineers are working.</p>	<ul style="list-style-type: none"> 100% of customers on minor connections able to book connection date at point of payment. 	<ul style="list-style-type: none"> Processes have been implemented to advise Engineer arrival times. 	<ul style="list-style-type: none"> We are investigating options for our future Scheduling capability with a view to incorporate a digital tracking view of engineers journey. <p> <u>Improve visibility of where our engineers are and when they will arrive to install your connection</u></p>



HOW WE WILL MEASURE OUR SUCCESS

Specific Initiative	Measure of success	Progress since last Action Plan and focus in the next 6 months	Future Highlights
 BUSINESSES WHO HAVE LARGE SCALE CONNECTION REQUESTS			
Work together with you and share data to develop a connections design quickly, and make it easy to get a connections quote.	Baseline to be set, drawing on: <ul style="list-style-type: none"> ■ Number of users accessing the portal. ■ Number of Data Assets available. ■ Number of Active Data Assets. 	<ul style="list-style-type: none"> ■ We are developing a data portal that will make it easier to access, request, and consume data from a single point. This is to be launched in October 2023. <p> Data Portal</p>	<ul style="list-style-type: none"> ■ Work is underway to develop a sustainable and reusable methodology for creating and developing our Data Collaboration Plan ready for initial publication in 2024, and subsequent annual submission thereafter. <p> Data Collaboration plan</p>
Provide more detail for you earlier in the quotation process based on standardised options.	<ul style="list-style-type: none"> ■ 100% customers offered at least two design options for their applications where reinforcement is required. 	<ul style="list-style-type: none"> ■ We are working with our stakeholders to identify the right solution to meet their needs. 	<ul style="list-style-type: none"> ■ Improving the tools we have to forecast how our network will change over time so we can give you the best connection solution. <p> Multiple designs on standardised options</p>
Providing accurate estimates for speed of connection, supported by a great customer experience via our website, or via your channel of choice.	<ul style="list-style-type: none"> ■ Average time to connect for large connections applications compared with our advised estimate at the application stage. ■ Increase in percentage of customers using digital channels for connections services. ■ Increase in our digital satisfaction score. 	<ul style="list-style-type: none"> ■ We have developed an interim solution to provide customers with an indicative timescale via the website. ■ We are upgrading our work, planning and scheduling capability to bring a broader range of functionality and increase the accuracy of our delivery estimates. We are currently at the design stage for this upgrade. <p> indicative connection timescale via website</p> <p> Increased accuracy of connection timescales</p>	<ul style="list-style-type: none"> ■ Make it easy for you to interact with our connections team, so that all the information is known to our teams and you can get answers to questions quickly. <p> Improve visibility of where our engineers are and when they will arrive to install your connection</p>
Provide options on how to speed up connection timeframes and how you could earn or save money from flexibility options.	<ul style="list-style-type: none"> ■ Major Connections Satisfaction Survey score higher than Ofgem annual target. 	<ul style="list-style-type: none"> ■ We have examined our current processes and are reflecting the findings into the design for our modernised connections services. 	<ul style="list-style-type: none"> ■ We will continue to develop a variety of channels to manage the wayleave, permit and consenting process, and track progress of your projects.
Provide you with easy access to the information you need at the right time at all points in the connection process.	<ul style="list-style-type: none"> ■ Major Connections Satisfaction Survey score higher than Ofgem annual target. 	<ul style="list-style-type: none"> ■ We are Modernising our customer Relationship management services to incorporate improved visibility of progress through the connections process and are working through the design. 	<ul style="list-style-type: none"> ■ All connecting customers will have an easy process for sharing designs, receiving quotes, making payments and scheduling appointments.



HOW WE WILL MEASURE OUR SUCCESS

Specific Initiative	Measure of success	Progress since last Action Plan and focus in the next 6 months	Future Highlights
 FLEXIBILITY PROVIDER			
<p>Providing more information about where flexibility services are wanted today and in the future and what the potential revenue may be, making use of our improved resource forecasting model and better understanding of network performance.</p>	<ul style="list-style-type: none"> Buy, deliver and integrate near real-time market platform. <ul style="list-style-type: none"> - As we progress to delivering this initiative, we will engage with stakeholders to set an enduring measure of success. 	<ul style="list-style-type: none"> Using smart metering and data analytics to better our network visibility and deliver insight to our customers and 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. <p> Smart metering data enhancements</p>	<ul style="list-style-type: none"> Automation of the preparation and online visualisation geographical and capacity requirements for regulated tenders, interfacing with market platform(s) for near-real time procurement, and issuing of schedules/instructions.
<p>Providing tools that forecast the use and benefits from flexibility services under different circumstances and across different products.</p>	<ul style="list-style-type: none"> Delivery of a flex forecasting tool. <ul style="list-style-type: none"> - As we progress to delivering this initiative, we will engage with stakeholders to set an enduring measure of success. 	<ul style="list-style-type: none"> A project to develop a week-ahead forecasting tool is underway. 	<ul style="list-style-type: none"> Provide greater range of products and locations where flexibility services would be most useful. <p> Tailored network insights for new flexibility propositions</p>
<p>Establishing common standards for data sharing to allow interaction with any other network operators nationally.</p>	<ul style="list-style-type: none"> Identify a number of data assets that are made available with fully indexable metadata, gathering feedback from industry bodies, peers, and data consumers. 	<ul style="list-style-type: none"> We are working closely through the 'Energy Networks Association Data and Digitalisation Steering Group' (ENA DDGS) to identify common standards for data sharing, as well as implementing Ofgem Data Best Practice Principles. We are working to understand and implement technical frameworks for data sharing. 	<ul style="list-style-type: none"> Provide more real time automated dispatch of flexibility services using standards and data that are common with all network operators. <p> Select and dispatch tool</p>
<p>Use the "Digital Spine," which is an industry-wide way to share data, if and when it becomes available.</p>	<ul style="list-style-type: none"> Will be determined as the Digital Spine progresses. 	<ul style="list-style-type: none"> We are participating in the Digital Spine Feasibility study with Arup through attendance at workshops and inputting feedback. 	<ul style="list-style-type: none"> Increase the use of flexibility and share valuable data with flexibility providers, made possible by our improved data reporting capability.



HOW WE WILL MEASURE OUR SUCCESS

Specific Initiative	Measure of success	Progress since last Action Plan and focus in the next 6 months	Future Highlights
 DATA PARTNERS AND INNOVATORS			
Establish data-sharing partnerships with organisations who want to innovate.	<ul style="list-style-type: none"> To measure success we will work with data sharing partners to understand use-cases, success stories, and application of our Distribution Data. 	<ul style="list-style-type: none"> Working with Icebreaker One to understand how we implement the trust framework and enable frictionless data sharing across the industry and innovation sector. 	<ul style="list-style-type: none"> Work with stakeholders to understand the value in the consumption of the data we have made available.
Digital maps of our network are available to our partners through more data assets such as low voltage monitors and smart meters.	Baselined against existing performance: <ul style="list-style-type: none"> Number of User Page Views. March 2023 - 49,595 views. User Satisfaction Score for mapping tools. 	<ul style="list-style-type: none"> We have made Network Heat maps available via the website to provide a view of network capacity. We will continue to develop these services to increase the breadth of data aligned to stakeholder needs made available through Data Portal. <p> Generation Availability Heat Map</p> <p> Data Portal</p>	<ul style="list-style-type: none"> More data sets available to support partner innovation, incorporating new ways of using the data into planned products, services and network capabilities.
Simple and fast services to request data from our business that adhere to data best practice.	<ul style="list-style-type: none"> We measure the number of requests received and responded to, weighted to reflect highest value assets. ie. greatest stakeholder benefit. 	<ul style="list-style-type: none"> Data Request Form has been made available on Our Website that allows data consumers to raise requests directly with the SSEN Data Team, and supporting Data Triage process. This will develop further on launch of the Data Portal. <p> Data request form available</p>	<ul style="list-style-type: none"> Standardised contracts and agreements that make it faster to on-board new data partners who can work together with existing partners.



HOW WE WILL MEASURE OUR SUCCESS

Specific Initiative	Measure of success	Progress since last Action Plan and focus in the next 6 months	Future Highlights
 SUPPLY CHAIN PARTNERS			
Improve your access to procurement events using digital platforms.	<ul style="list-style-type: none"> Reduced time to on-board supply chain partners. 	<ul style="list-style-type: none"> Move to standardised practices and working methods as part of the Capital Investment programme. 	<ul style="list-style-type: none"> Standardised contracts and agreements that make it faster to on-board supply chain partners. This will be implemented throughout ED2.
Commercial management tool to make it easier for both large and small supply chain partners to work with us.	<ul style="list-style-type: none"> Supply chain portal implemented. 	<ul style="list-style-type: none"> Create efficiencies by increasing visibility of our programmes of work, engaging suppliers earlier, allocating work more efficiently to our supply chain, and grouping projects where it benefits us both. 	<ul style="list-style-type: none"> Supplier portal for collaboration around planning, design and communication with SSEN. <p> Improved document collaboration tool</p>
Easy way for you to receive work orders and share progress updates through our Work Management System.	<ul style="list-style-type: none"> An effective Work Management System. 	<ul style="list-style-type: none"> Move to standardised practices and working methods. 	<ul style="list-style-type: none"> Give access to our systems including Work Management Systems and Electric Office to see our records, and our digital catalogue "iBuy" to order materials and tools.
Simple ways for you to share reports with us, including Carbon Footprint data and safety information.	<ul style="list-style-type: none"> Measure embodied carbon in our supply chain for those companies in our supply chain that have agreed to share their data. 	<ul style="list-style-type: none"> Evaluated existing tools to measure embodied carbon in our supply against requirements. 	<ul style="list-style-type: none"> Implement an appropriate carbon footprint reporting tool.
Engaging with you earlier by using our fault forecasting tools, so we can jointly respond in the best way.	<ul style="list-style-type: none"> To be agreed with our supply chain partners. 	<ul style="list-style-type: none"> We are integrating smart meter data to allow faults to be predicted before they happen. <p> Smart metering data enhancements</p>	<ul style="list-style-type: none"> We will predict where network issues will happen and fix them before you know about them. This will be based on our "Fault Forecasting" capability that will draw on better monitoring of the network and its usage, weather, insight about past faults and many other inputs. <p> Machine learning for incident reporting</p>
Give you access to digital maps of our network so you can work safely around our assets.	<ul style="list-style-type: none"> Just under 500,000 requests for records received and 9030 new users in the last 12 months with an average 1.7 minute response time. 	<ul style="list-style-type: none"> We are currently going through an evaluation process for safe-dig and associated digital maps. 	<ul style="list-style-type: none"> Implementation anticipated 2024.



HOW WE WILL MEASURE OUR SUCCESS

Specific Initiative	Measure of success	Progress since last Action Plan and focus in the next 6 months	Future Highlights
 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, based on our better understanding of network usage, and present them in easy-to-use ways.	<ul style="list-style-type: none"> Releasing the Distribution Future Energy Scenarios (DFES) on an annual basis. Providing stakeholders with a portal for data to be extracted and a visualisation tool to enable stakeholders to visualise the data that is most important to them. 	<ul style="list-style-type: none"> The 2022 DFES was published in April 2023. We are currently undertaking work to deliver the 2023 DFES and visualisation tool in conjunction with the data portal. <p> Vulnerability Future Energy Scenarios Visualisation Tool</p>	<ul style="list-style-type: none"> Create local energy markets to support communities' transition to net zero.
Provide access to information about capacity updates and network investments that we will undertake in the local area, through better reporting tools and data-sharing portals, which will include layers such as vegetation management.	<p>Meet license conditions by:</p> <ul style="list-style-type: none"> Publishing the Network Development Plans every two years. Update the Network Scenario Headroom Report annually. Update the network connection heat map that highlight capacity constraints on a quarterly basis. 	<ul style="list-style-type: none"> All reports are updated in line with standard license conditions and the commitments made by us to Ofgem. 	<ul style="list-style-type: none"> We will share ever more detailed information and insight across different organisations to support 'whole system' planning in the local area.
Provide a simple method for Local Authorities and others involved in Local Area Energy Planning (LAEP) to share strategic plans and develop different scenarios with us alongside Distribution Future Energy Scenarios (DFES) so we can plan the future network together in the most effective way.	<ul style="list-style-type: none"> A digital tool must be developed and made available to Local Authorities that allows them to build Local Area Energy Plans. <ul style="list-style-type: none"> - As we progress to delivering this initiative, we will engage with stakeholders to set an enduring measure of success. 	<ul style="list-style-type: none"> LAEP+ is the digital tool that we are creating. It links with powerflow tool to provide automated DNO data and load flow calculations. We are rolling out the long term planning functionality in July. A new project phase is starting in July that will extend the functionality to include the gas networks. <p> Local Area Energy Planning phase 1</p>	<ul style="list-style-type: none"> Work with Local Authorities and communities on live and future infrastructure plans to deliver the most efficient 'whole system' solutions in our journey to net zero. <p> Local Area Energy Planning phase 2</p>
Initiatives such as Regional Energy System Optimisation Planning [RESOP] project to work together with local authorities and other stakeholders to identify the impact of their plans on the energy networks.	<ul style="list-style-type: none"> Local Area Energy Plans need to be completed by Local Authorities and made available on LAEP+ for SSEN to download and feed into investment planning to determine what network need to be upgraded and by when. 	<ul style="list-style-type: none"> We are working with multiple Local Authorities who are using consultants to produce LAEPs, which will be digitised on LAEP+. We are also planning a phase 2 where we will work with Local Authorities to build LAEPs within LAEP+. 	<ul style="list-style-type: none"> Provide expertise and tools that help identify "whole system" energy solutions across home, business, heat and transport systems.



HOW WE WILL MEASURE OUR SUCCESS

Specific Initiative	Measure of success	Progress since last Action Plan and focus in the next 6 months	Future Highlights
 LOCAL AND NATIONAL POLICY MAKERS			
<p>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.</p>	<ul style="list-style-type: none"> A better understanding of potential changes and impacts for communities. 	<ul style="list-style-type: none"> Enhancing our Data Governance and Data Quality as well as improving how data moves between our systems. The 2022 Distribution Future Energy Scenarios (DFES) was published in April 2023. We are currently undertaking a peice of work to deliver the 2023 DFES and visualisation tool. <p>Vulnerability Future Energy Scenarios Visualisation Tool</p>	<ul style="list-style-type: none"> Develop detailed forecasts about how energy use will change over time, make them available and update them regularly using our improved "load model".
<p>Provide easy access to information about both historic and planned network upgrades, using better reporting tools and our data sharing portals.</p>	<ul style="list-style-type: none"> We will measure the satisfaction of users accessing this information. 	<ul style="list-style-type: none"> We have secured tooling and have added any network upgrade which impacts network highways. We are looking to extend to incorporate a wider range of data. <p>Improved outage information</p>	<ul style="list-style-type: none"> Continue to improve presentation and accuracy of network plans and growth forecasts including making them available in real time.
<p>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.</p>	<ul style="list-style-type: none"> To measure success we will look to understand how we report on adherence to data best practice principles as well as improvement to data quality and data consumer feedback. 	<ul style="list-style-type: none"> We're developing automated data quality measurements and reporting, as well as metrics for data governance improvement and adherence to data best practice principles. 	<ul style="list-style-type: none"> Increased working and collaboration with Local and National policy makers to develop efficient network development strategies and plans across homes, businesses, heat and transport needs. <p>Increased collaboration with Local and National policy makers to develop efficient network development strategies</p>



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:
ssen.co.uk/digitalfeedback



STAKEHOLDER ENGAGEMENT EVENT
 We will be hosting another virtual stakeholder engagement event to prepare for the December 2023 update of the action plan:
7th November 2023
9:30 - 11:00a
[Sign up here](#)



GLOSSARY

Term	Description
Active Network Management (ANM)	Control systems used in circuits to manage generation and load for specific purposes.
Artificial Intelligence (AI)	Artificial Intelligence can be used as a branch of computer science that can simulate human intelligence.
Consumer Energy Resource (CER)	Residential consumer-owned assets, and their primary purpose is to provide a non-energy system service e.g., heating a home or transportation; but they can also control their operation to provide energy system services.
Customer Satisfaction Score (CSAT)	A score we use to measure how satisfied customers are.
Data and Digitalisation Steering Group (DDSG)	The ENA Group which ensures that digitalisation and data is delivered effectively and co-ordinated with other company strategies.
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.
Distributed Energy Resource Provider (DER)	Electricity generation units located within the electricity distribution system at or near the end user.
Distribution Network Operator (DNO)	The operator of the electric power distribution system which delivers electricity to most end users.
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.
Geographic Information System (GIS)	The information we hold about the network in our core system.
Independent Connection Providers (ICP)	Independent Connection Providers are accredited companies that can carry out contestable works on the electricity network.
Isle of Wight (IOW)	The Isle of Wight is an island off the south coast of England.
Local Area Energy Planning (LAEP)	LAEP is a process designed to deliver effective local action to contribute to the 2050 net zero.

Document Sections

Term	Description
London Underground Asset Register (LUAR)	The National Underground Asset Register will pinpoint the location of the one million miles of sewers, water mains, gas pipes and electricity cables that criss-cross the UK.
Low Voltage (LV)	This refers to voltages up to, but not including, 1kV.
Near Real Time Data Access (NeRDA)	Making near real-time data from our network available to stakeholders.
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.
Regional Energy System Optimisation Planning (RESOP)	RESOP is a project is taking a 'whole system' approach, by drawing together data from multiple sources into a single tool that can be used to plan the roll out of low carbon technologies (LCTs) such as charging points for electric vehicles.
RIIO-ED2	The next price control covering the five-year period from 1 April 2023 to 31 March 2028. A link to our RIIO-ED2 business plan can be found here .
SSEN	Scottish and Southern Electricity Networks.
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



www.ssen.co.uk



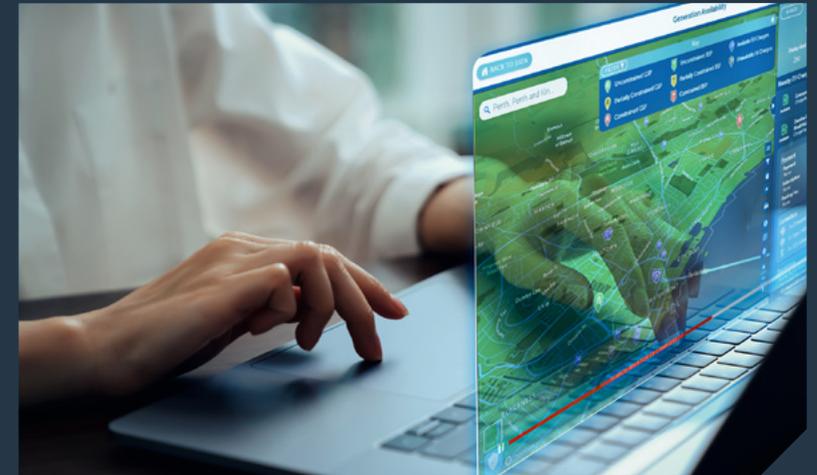
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