

JUNE UPDATE

2025

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, 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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FOREWORD

SSEN Distribution's 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. Our new strategy was published in March 2025.

Our vision is to power change with every connection. Our digital action plan enables that change and those connections, as we serve some of the most diverse and unique geographies across the UK, and keep customers and communities connected whilst developing the flexible electricity network vital to achieving Net Zero.

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.

Our action plan and the investments we're delivering are designed to be clear, transparent, and accessible. We hope that what you read leaves you informed, enthused and curious. We'll have many opportunities to connect, speak, and come together over the coming six months. We're looking forward to hearing 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 our priorities, 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.
- As we move into the second half of RIIO-ED2 there have been significant changes since we wrote our business plan that influence how data and digital systems can be integrated and utilised in the energy system. We also know that the demands on our network are growing, and that the digital role within that growth is increasing. For all these reasons we reviewed and refreshed our Digital Strategy to enable us and our customers, stakeholders, and communities to move towards a digital first future.
- Our new strategy was published in March 2025.



Click here to view the Digital Strategy



OUR DIGITAL ACTION PLAN

- Our Digital Action Plan shares the progress we've 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.



Pages from the Digital Strategy



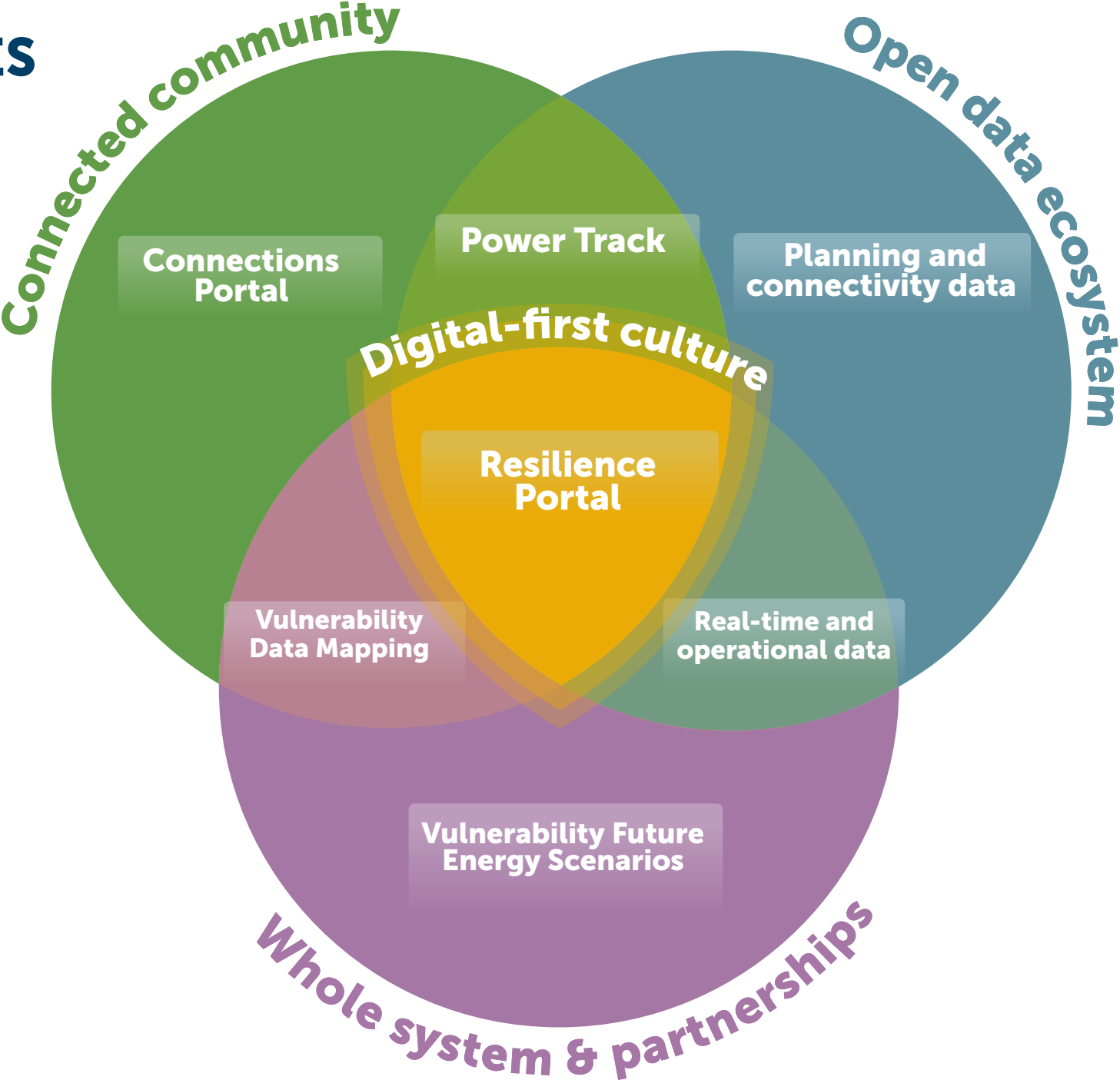
OUR EXISTING SERVICES BY FOCUS AREA

Underpinning our strategy at SSEN Distribution are a set of key focus areas for us to prioritise. These are 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.

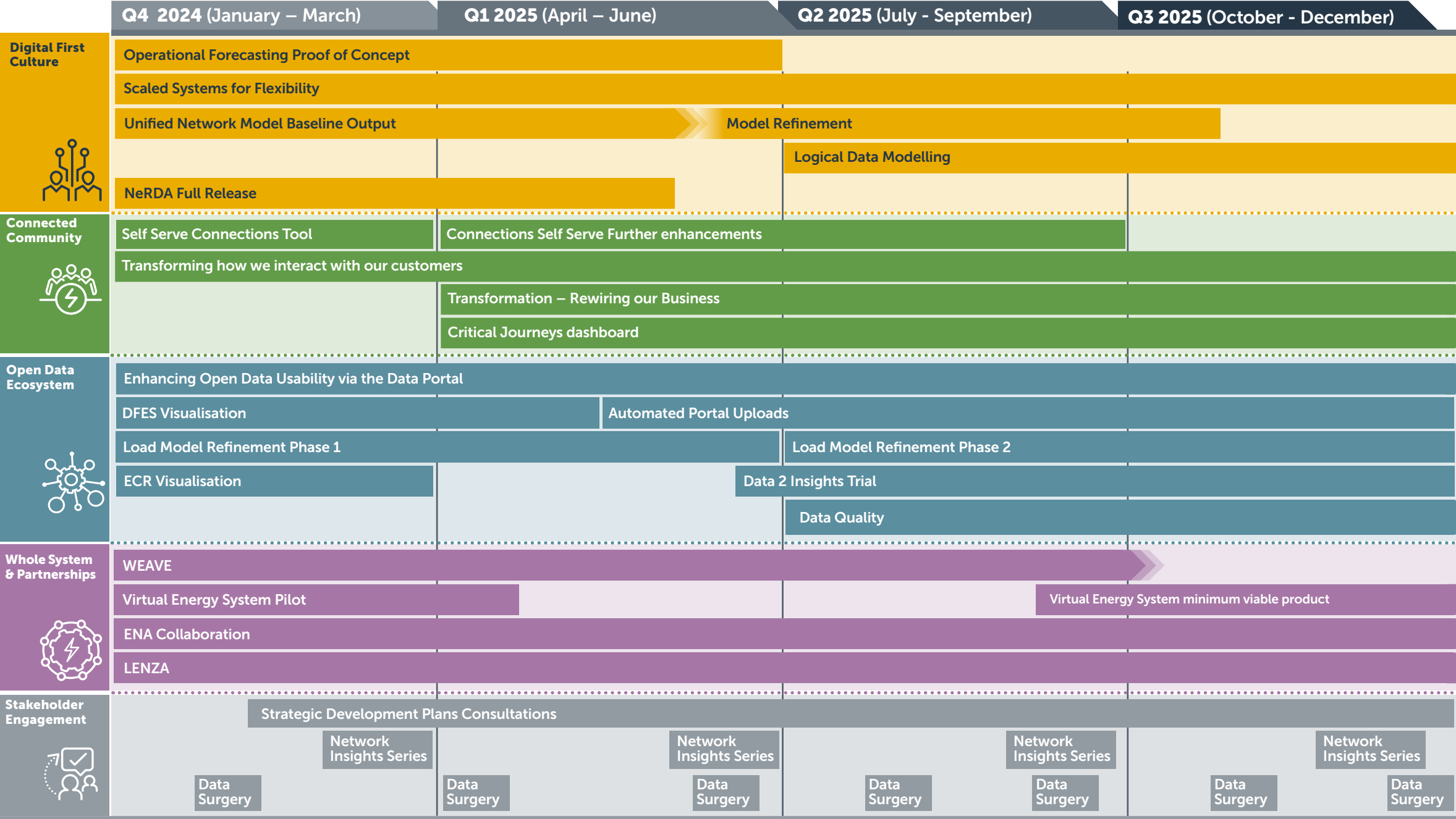
Products and services which deliver value for our customers continue to receive ongoing investment to improve them in direct response to customer and stakeholder feedback.

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



DELIVERY HIGHLIGHTS

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





CUSTOMER CATEGORIES

All of our digital and data products and services are to add value or benefit for our different customer and stakeholder types.



**SSEN Distribution
Internal Employee**





**Customers not
digitally enabled**





**Households and small
businesses**





**Businesses who have
large scale connections
requests**





Flexibility providers





**Data partner and
innovators**





**Supply chain
partners**





**Local authorities,
community groups and
other related parties**





**Local and national
policy makers**





DIGITAL FIRST CULTURE **SPOTLIGHT**

WHAT WE'VE ACHIEVED IN THE PAST SIX MONTHS



Some key highlights...

Integrated Network Model



We've produced the first output of our Network Model Manager project which aims to create a digital master model of our network.

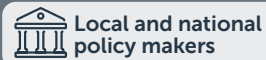
It is being used internally by a select user group to support the implementation of targeted data quality control measures to allow for effective error identification before publishing to end consumers both internally and externally (where relevant).



SSEN internal employee



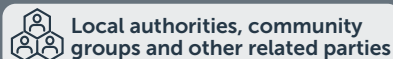
Flexibility providers



Local and national policy makers

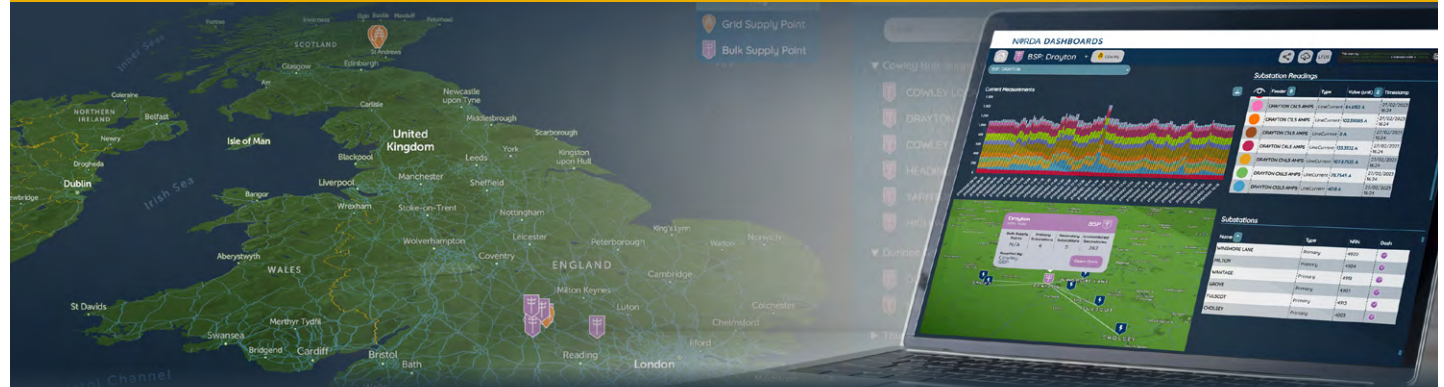


Businesses who have large scale connection requests



Local authorities, community groups and other related parties

NeRDA Full Release



Moving from NeRDA BETA phase to its first full release has seen the introduction of new enhancements to provide users with improved functionality and an increase in available data.

We've improved the data hierarchy for users to show the link between assets, from Grid Supply Point (GSP) all the way to Secondary Substation providing summary information at each level. For example, a GSP will show the number of Bulk Supply Points (if applicable) number of primaries, secondary substations, and monitored secondary substations.

We've also included LV Monitoring data within this release. This data is at 10-minute intervals and can be viewed via the portal or retrieved through the API (Application Programming Interface).

We're trialling the inclusion of Active Network Management (ANM) data for ANM schemes in Orkney and we will look to introduce all the ANM schemes across SSEN if successful.



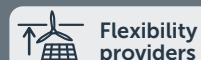
SSEN internal employee



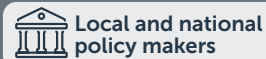
Household or small business



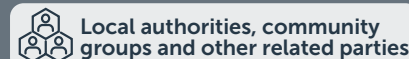
Businesses who have large scale connection requests



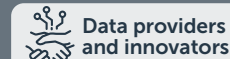
Flexibility providers



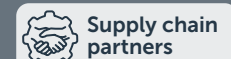
Local and national policy makers



Local authorities, community groups and other related parties



Data providers and innovators



Supply chain partners



DIGITAL FIRST CULTURE **SPOTLIGHT**

WHAT'S OUR FOCUS IN THE NEXT SIX MONTHS?

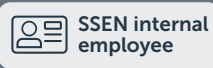


Logical Data Modelling

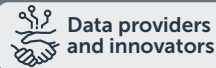


To embed a truly digital-first culture, we're elevating Logical Data Modelling (LDM) as a foundational enabler of data-driven decision-making across the organisation. Over the next six months, our focus will be on:

1. Domain-Centric Modelling: We're tailoring our data models to specific business areas so teams can access and use the right data more easily.
2. Business Engagement and Literacy: We're making data models easier to understand so everyone—not just technical teams—can use them confidently.
3. Governance and Quality by Design: We're building data quality and access rules directly into our models to ensure data is reliable from the start.



SSEN internal employee



Data providers and innovators

Systems for Flexibility



This year we introduced our Systems for Flexibility programme; a roadmap to make significant investment in the tools and systems we use to provide a more flexible network.

We ran a proof of concept implementing an AI-driven forecasting solution to optimise HV network operations. This was achieved by leveraging advanced machine learning models, to significantly enhance forecast accuracy and support more informed decision-making.

Over the next year, the programme will develop further capabilities in short-term operational forecasting, scheduling, dispatch and settlement alongside data management



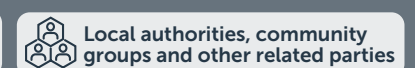
SSEN internal employee



Flexibility providers



Local and national policy makers



Local authorities, community groups and other related parties



CONNECTED COMMUNITY **SPOTLIGHT**

WHAT WE'VE ACHIEVED IN THE PAST SIX MONTHS

Some key highlights...

Self Serve Connections Tool



🗨️ *Everything's so simple to use, quick, the site plan with cables was spot on... No jargon – thought it was fabulous.*

Customer, 2025



Accessed via the SSEN website, this first release of our Self-Serve tool went live in March, enabling customers to **design and apply for their own Minor Connection**.

This first release of Self-Serve gives customers the power to **design and apply for a new Minor Connection** providing all connection and load information upfront, draw their design directly within our SSEN network maps, and **receive an instant, accurate estimate for their work**. With drop-down options and on-screen guidance, customers experience an **easy and seamless digital application process**, from anywhere, at a time that suits them.

Additionally, as our customers will now receive a more accurate estimate upfront, they're **more likely to accept their formal quote** if they decide to apply for a new Minor Connection.

This also means our Minor Connection Customer Advisors will have **more time to support customers** with complicated applications, whilst our Designers and Quoters will be spending their time working on the **quotes that our customers truly want and need**.

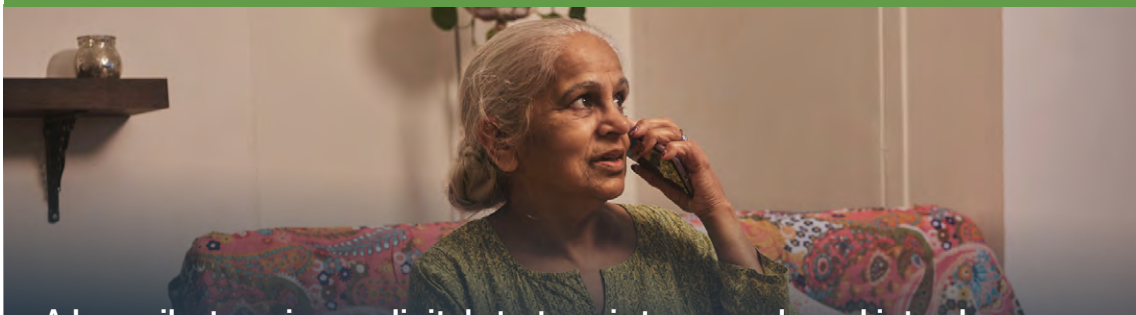


Household or small business



SSEN internal employee

Transforming how we interact with our customers



A key milestone in our digital strategy is to upgrade and introduce new capabilities for how we manage customer communication and contact. We've started by upgrading our customer telephone technology system to Amazon Connect.

Throughout the year, we'll then be working in phases to move our entire Customer Contact Channel Management system to the Amazon Connect platform - seamlessly integrating all our customer interaction channels.

Amazon Connect is an industry-leading, omnichannel, customer contact management technology. This means that all our customer interactions will be brought together into one, easy-to-use, online platform.

A customer might start a conversation via webchat, continue over the phone, and finish through email—without ever needing to repeat information.

Amazon Connect empowers customers to reach us using their preferred method and gives you the tools you need to easily provide a seamless and personalised service.



Household or small business



SSEN internal employee



Customers not digitally enabled



Businesses who have large scale connection requests



CONNECTED COMMUNITY SPOTLIGHT

WHAT'S OUR FOCUS IN THE NEXT SIX MONTHS?



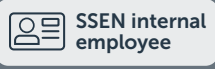
Self Serve Connections



This first release of Self-Serve gives customers the power to design and apply for a new Minor Connection.

We're continuing to evolve and improve our Self-Serve tool, to give customers everything they need to make informed decisions upfront. Over the coming months, customers will also be able to apply for an increase in their Load Capacity and to Alter their Service – all through the same, easy-to-use online tool.

Together, we're transforming the way we work and providing the valued and trusted service experience our customers expect from the first point of application.



SSEN internal employee



Household or small business

Transformation – Rewiring our Business



Throughout the next six months, our transformation programme enters a critical delivery phase in evolving our business into a resilient, customer-centric, and digitally enabled industry leader.

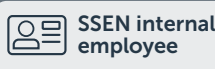
This is more than just a project; it's rewiring how we work together to ensure we deliver brilliant experiences for our colleagues, customers, and communities every single day.

We're modernising our technology, simplifying the way we work, and standardising processes to help everyone do their jobs easily and more efficiently. By making these changes, we'll not only keep up with our competitors but leapfrog them, setting a new standard for excellence in our industry.

The outcomes of our transformation programme

Our transformation programme has six key outcomes:

- ✓ An improved customer portal including new self-serve capabilities for our customers to use.
- ✓ Enhanced customer interactions by introducing a new, best-in-class Contact Channel Management System.
- ✓ A system to collect, manage and share information both internally and with the supply chain
- ✓ Better end-to-end data, helping us track our work, finances, assets and plan more effectively.
- ✓ Improved use of people resources, equipment and technology to every task.
- ✓ One consistent way of managing projects, including market leading technology.



SSEN internal employee



Household or small business



Businesses who have large scale connection requests



Flexibility providers



Customers not digitally enabled



Local and national policy makers



Local authorities, community groups and other related parties



Data providers and innovators



Supply chain partners



OPEN DATA ECOSYSTEM

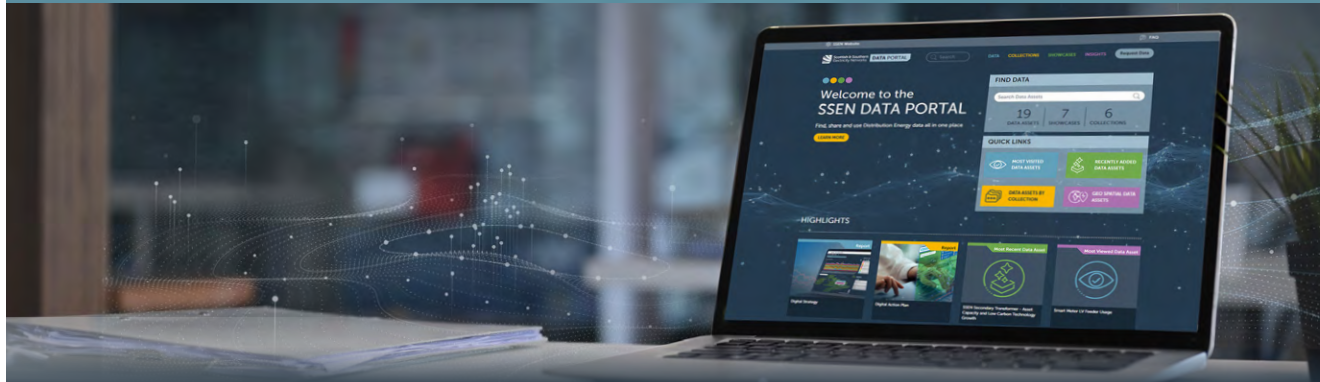
SPOTLIGHT

WHAT WE'VE ACHIEVED IN THE PAST SIX MONTHS



Some key highlights...

Enhancing Open Data Usability via the Data Portal



In the last six months, we've significantly improved the usability and transparency of our Data Portal by delivering a structured roadmap.

This included the addition of data methodologies, clear guidance documents, and links to relevant third-party sources. We also published data stories, our public reports, and enhanced visualisations. Improvements to metadata have made it easier for users to understand and navigate the data. These changes were shaped directly by user feedback gathered through data surgeries and workshops.

Looking ahead, our [collaboration plan](#) is focused on improving interoperability across the sector. We're upgrading the Data Portal to support easier, more consistent data sharing. This work is being guided by stakeholder input and national initiatives to ensure our data services remain accessible, meaningful, and trusted within the open data ecosystem.



Load Model Refinement



We have begun the next version of our Load Model designed to refine and improve the overall performance and use the latest data.

This version will introduce model training based on the latest data, performance tracking and, where appropriate, retraining. This will improve scalability, adaptability and long-term utility.

Refinement to the existing model will continue over the course of the next 12 months, with the refreshed tool being made available via the Data Portal at each stage.





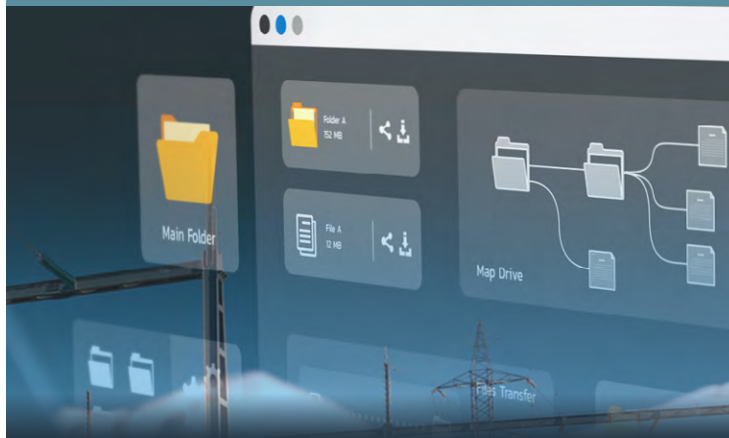
OPEN DATA ECOSYSTEM

SPOTLIGHT

WHAT'S OUR FOCUS IN THE NEXT SIX MONTHS?



Automated Portal Uploads



SSEN is focused on enhancing the availability, quality, and accessibility of our data through initiatives such as:

1. **Data Onboarding:** To enhance the frequency and quality of data being uploaded to the SSEN data portal we aim to further automate the onboarding of our data from source systems.
2. **Data Consolidation:** To ensure that our data is accessible to all users we aim to deliver a visualisation tool that will consolidate all geolocation network data.

Data to Insights (D2I)



D2I is an innovation project partnering with CGI, University of Strathclyde, The Energy Systems Catapult and Roadnight Taylor.

D2I will provide a step-change in engagement with energy data, supported through the advances in AI and other digital technologies. This one-of-a-kind approach will evaluate the benefits of applying leading-edge analytical techniques to DNO data sources to present information needed by stakeholders.

These techniques and technologies will also be applied to the challenge of data that is missing, incomplete or sparse. The key marker of success will be the ease of use, and the low level of technical expertise required to acquire insights.

Data Quality



Over the next six months, we're strengthening how we present and manage data quality across our open data services to build trust, improve usability, and align with the goals of a transparent and insight-rich ecosystem. Our key actions include:

1. **Publishing Data Quality Insights:** We're showing clear quality indicators on our datasets so users can quickly judge how reliable the data is.
2. **User-Centric Presentation:** We're improving how data quality is displayed on our portal so it's easier for users to find and trust high-quality data.
3. **Feedback and Continuous Improvement:** We're inviting users to give feedback on data quality so we can keep improving based on real needs.
4. **Alignment with Governance and Strategy:** We're using strong governance tools and processes to make sure data quality is built in from the start.



SSEN internal employee



Household or small business



Businesses who have large scale connection requests



Flexibility providers



Local and national policy makers



Local authorities, community groups and other related parties



Data providers and innovators



Supply chain partners



WHOLE SYSTEM & PARTNERSHIPS SPOTLIGHT

WHAT WE'VE ACHIEVED IN THE PAST SIX MONTHS



Some key highlights...

WEAVE



Our engagement with the Weave programme has been instrumental in identifying key development areas for our smart meter data services.

Through collaborative sessions we gained valuable insight into how our data is being used and where improvements are needed to support whole system coordination. Smart Meter Data Glossary

In response, our internal teams have initiated enhancements to the smart meter datasets hosted on our Open Data Portal.

1. Development of a Smart Meter Data Glossary to clarify key terms and metrics
2. Creation of detailed methodology statements to explain how SSEN collects and processes smart meter data

These improvements aim to increase transparency, support interoperability, and ensure that data consumers can derive meaningful insights with confidence.

 SSEN Distribution employee

 Household or small business

 Local authorities, community groups and other related parties

 Data providers and innovators


 Local and national policy makers

 Flexibility providers


 Supply chain partners

 Businesses who have large scale connection requests


Virtual Energy System Pilot



Pilot leads



NESO
National Energy System Operator




NATIONAL DIGITAL TWIN PROGRAMME




UK Government

Network partners




Scottish & Southern Electricity Networks



nationalgrid
Electricity Transmission



Scottish & Southern Electricity Networks




SP ENERGY NETWORKS


The Virtual Energy System (VES) programme, led by the National Energy System Operator (NESO), aims to create a common data sharing infrastructure to enable an ecosystem of connected digital twins of the UK's energy system.


The pilot phase resulted in a successful demonstration of the VES's capabilities with network partners acting as both data producers and consumers. Outcomes included:

1. Software Deployment: Successfully deployed the Data Sharing Infrastructure as code in a Sandbox within the Azure Enterprise Cloud platform
2. Data Sharing Mechanism: Proved the concept of data schema validation and establishment of trust between organisations to securely share data
3. Data Sharing: Demonstrated the capabilities by successfully exchanging network model (scaled down version) for both SHEPD & SEPD with NESO & vice versa, securely

The next phase is the development of a minimum viable product.

 Local and national policy makers

 SSEN Distribution employee

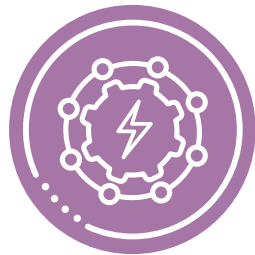
 Data providers and innovators



WHOLE SYSTEM & PARTNERSHIPS

SPOTLIGHT

WHAT'S OUR FOCUS IN THE NEXT SIX MONTHS?

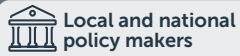


ENA Partnership



Over the next six months, we're building on our collaboration with the Energy Networks Association (ENA) and industry partners to drive alignment, transparency, and innovation in data sharing and governance. Our key areas of focus include:

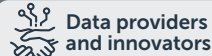
1. **ENA Data and Digitalisation Steering Group:** We're working with ENA Members to align with industry best practices and improve how we share data.
2. **Shared Licence Group:** We're co-developing a flexible, standard data-sharing licence to make collaboration easier and more consistent.
3. **Data Triage Playbook Refresh:** We're updating the ENA data triage playbook to better classify and assess data requests.
4. **Stakeholder Engagement & Data Surgeries:** We're leading and joining industry sessions to gather feedback and co-design better data services.
5. **Driving Standardisation:** We're working with partners to set shared data standards and improve how data is published and accessed across the sector.



Local and national
policy makers



SSEN Distribution
employee



Data providers
and innovators

Local Energy Net Zero Accelerator (LENZA)



Our award-winning LENZA tool gives local authorities data, use cases and modelling tools to support their local energy plans.

We've held surveys, roadshows and created a user group to get feedback and test new features on the platform. Through this, we've launched two new features; portfolio and master plan.

Our dedicated team of net zero engagement specialists have been helping local authorities make the best-informed, most efficient decision. 94% of eligible local authorities have at least one active account on LENZA. The largest for any one organisation is 33 users.

What's next?

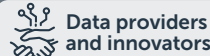
We want our LENZA data and plans to feed into our Distributed Future Energy Scenarios (DFES) to enable more granular details of the future network.



Local and national
policy makers



SSEN Distribution
employee



Data providers
and innovators



HOW WE'LL DELIVER OUR PRODUCTS AND SERVICES

OUR DELIVERY APPROACH



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



- We'll also engage the consumers of our services and integrate their feedback to improve our products.
- Our commitment to deliver by our principles supports our ambitions stated for process alignment in our digital strategy.



- We'll work with the supply chain and peers to facilitate the innovative aspirations of stakeholders.
- By setting the standard, being fast to follow and quick to learn we remain connected to what our stakeholders and consumers need



- Using data and analytics to anticipate issues, support decision making and ensure our network is ready for Net Zero we'll learn by doing.



- By measuring our performance against our strategic goals we ensure that we add value over time.

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'll align with industry through the ENA Data and Digitalisation Steering 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're 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 AGAINST OUR STRATEGIC GOALS


OUR STRATEGIC GOALS




Improve customer performance and efficiency



Grow the Network and underpin net zero transition




Lead in delivering the future system

STRATEGIC GOAL	MEASURE OF SUCCESS
<div>Improve customer performance and efficiency</div> <div><ul style="list-style-type: none">■ Maintain/ improve our industry-leading <u>9.3 digital satisfaction score</u>■ Continue to meet our obligations and align with best practice.■ Use data in a way that meets the expectations and intent of the Data Best Practice Guidance.■ Publish and regularly review our Digitalisation Strategy and Action Plan.</div>	<div><ul style="list-style-type: none">■ Improving the accessibility and usability of the data we share by empowering stakeholders to unlock its full potential.■ Published 24 data sets, supporting decision-making and innovation for data users.■ Provided comprehensive analysis opportunities by publishing 93 data sets covering current and historic data.■ Published 99 supporting resources, including data dictionaries, maps, and reports, ensuring users have the context they need.■ Increased assurance of our data with 45% of datasets now Level 1-assured, providing greater confidence in data accuracy and reliability.■ Enabled interactive and intuitive data exploration through our SSEN Embedded Capacity Register GIS Dashboard.■ Responded to 79 data requests from users within the 12-month period.■ Increasing our data quality, underpinned by a newly-formed Data Governance Steering Group and leveraging the ongoing partnership with Icebreaker One.■ In the previous 12 months 2.8m people used our PowerTrack app, we had 5.5m website views and over 289,823 incoming messages on social media platforms■ 9.3/10 (avg) - Our online digital satisfaction score</div>




HOW WE MEASURE OUR SUCCESS AGAINST OUR STRATEGIC GOALS

OUR STRATEGIC GOALS

 Improve customer performance and efficiency

 Grow the Network and underpin net zero transition

 Lead in delivering the future system

STRATEGIC GOAL	MEASURE OF SUCCESS
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Grow the Network and underpin net zero transition


- Enable our stakeholders to access key network data and platforms.
- Provide open data to understand our coordinated investment strategies.
- Enable smart digital access to our local net zero delivery plans.


- Doubling the number of data portal users, with 11,500 visitors and 120,000 page views this year.
- Leading the sector in network visibility, safely publishing 1.6bn smart meter data points at a street level across our entire network.
- Shared our proposals to communities based on local needs with our pioneering SDPs.
- Become the first DNO to identify capacity needs for our communities out to 2050.
- Enrolled 94% of our local authorities on to our LENZA platform tripling our active users to 455.
- Publishing our DSO Service Statement, which details how we act in stakeholders' best interests to efficiently deliver network capacity, addressing conflicts of interest.
- Launching our Network Insight series of webinars to help you use our data to identify opportunities to connect more easily.




HOW WE MEASURE OUR SUCCESS AGAINST OUR STRATEGIC GOALS

OUR STRATEGIC GOALS

 Improve customer performance and efficiency

 Grow the Network and underpin net zero transition

 Lead in delivering the future system

STRATEGIC GOAL	MEASURE OF SUCCESS
<div> Lead in delivering the future system</div> <div><ul style="list-style-type: none">■ Enable digitalisation across our business for customers and stakeholders.■ Provide an integrated and collaborative digital platform.■ Implement data sharing to drive better whole electricity system coordination.</div>	<div><ul style="list-style-type: none">■ Holding three times more data workshops as last year, providing tailored 1-2-1 support to current and future market participants■ Launching our industry-leading next generation 'Systems for Flexibility' programme with a wide range of partners.■ Significantly improving the flexibility market experience, working with NESO, UKPN, Elexon, and others, to enhance data integration, prevent conflict and drive standards.■ Continuing to drive the industry forward in leveraging smart meter data to enhance internal operations and create opportunities for collaboration.■ Partnered on a world first, data sharing infrastructure pilot to enable an ecosystem of interconnected digital twins of the entire energy landscape, working in parallel to the physical system.</div>

WE WANT TO UNDERSTAND YOUR NEEDS

and how we can best meet them

WHAT WE'VE DONE SO FAR

Customer Needs	What we delivered
Guidance through our data	<ul style="list-style-type: none">Quarterly Network Insight series that helps stakeholders use our data to identify opportunities to connect or offer services to the network.3 data surgeries hosted, creating spaces for detailed discussions on LTDS, ECR and smart meter data at the specific requests of our stakeholders.
Better insight to consider options	<p>Addressed the discrepancies between our ECR and capacity heatmaps so our publications provide a consistent view of capacity information which has:</p> <ul style="list-style-type: none">Launched a new information pack – in response to direct customer feedback – to accompany curtailable connection offers providing the site-specific data to complete a curtailment limit calculation. Co-created with the support of specific customers and customer agents it includes NeRDA, the distribution queue and asset ratings.Delivered the data needed to raise investment on schemes e.g. historical curtailment via enhancements to our NeRDA dashboard supporting live ANM scheme performance events, reason, amount and durations.
Expand access to high quality data	<ul style="list-style-type: none">Published 99 supporting resources, including data dictionaries, maps, and reports, ensuring users have the context they need.Achieved Icebreaker One Level 1 assurance for 11 data sets, providing greater confidence in data accuracy and reliability.



STAKEHOLDER ENGAGEMENT

Please send us your feedback on our Digital Action Plan.

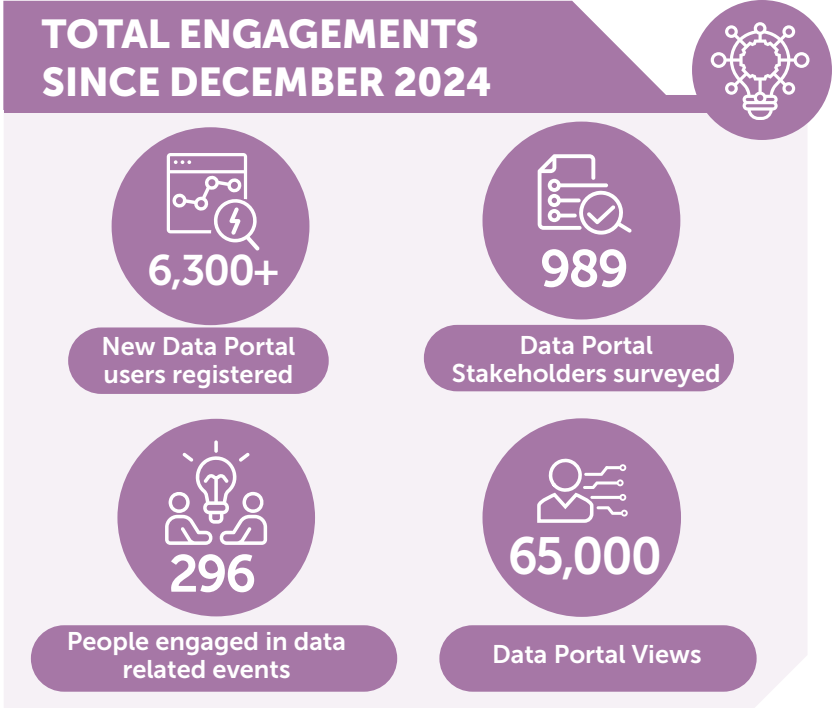
stakeholder.engagement@sse.com

Systems for Flexibility webinar participant:

"...I had great assistance in both accessing and navigating through the data portal and was also shown a sample of SSEN's dataset as well as GIS vector map. The process was very smooth and the team showed extreme competence in answering my queries and responding to specific questions about the presented data"

Data Portal user:

"...a marked increase in the quality and volume of engagements by SSEN with stakeholders since the start of ED2, back up by really useful data sources and analysis tools (eg LENZA)"





GLOSSARY

Term	Description
AI	Artificial Intelligence
Alpha	The alphas phase is the first stage of software development and testing
ANM	Active Network Management
Application Programming Interface (API)	A set of defined rules that enable different applications to communicate with each other
BETA	The beta phase is a critical stage in the software release life cycle where the product is tested by real users to gather feedback and identify any remaining issues before the final release
BSP	Bulk Supply Point
CIO	Chief Information Officer
D2I	Data 2 Insights
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
DSI	Data Sharing Infrastructure
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
ECR	Embedded Capacity Register
Energy Network Association (ENA)	Industry body representing the companies which operate the electricity wires, gas pipes and energy system in the UK and Ireland.
Geographic Information System (GIS)	The information we hold about the network in our core system.
GSP	Grid Supply Point

Term	Description
High Voltage (HV)	This refers to voltages up to, but not including, 1kV.
LDM	Logical Data Modelling
Local Area Energy Planning (LAEP)	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 assts in their local areas.
Local Energy Net Zero Accelerator (LENZA)	This refers to voltages up to, but not including, 1kV.
Low Voltage (LV)	Minimal Viable Product
MVP	Electricity system operator for Great Britain
National Electricity System Operator (NESO)	Making near real-time data from our network available to stakeholders.
Near Real Time Data Access (NeRDA)	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 .
RIIO-ED2	
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.
SSEN	Scottish and Southern Electricity Networks.
UKPN	United Kingdom Power Networks
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:



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SSEN Distribution Digital Strategy 2025



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