

MARCH 2025

# 2025 DIGITAL STRATEGY

SSEN Distribution



Scottish & Southern  
Electricity Networks



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

Our aim is to support the communities we serve, beyond keeping the lights on, and work collaboratively with those communities to reach their net zero carbon goals.

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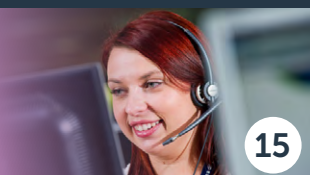
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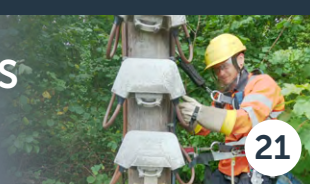
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# FOREWORD

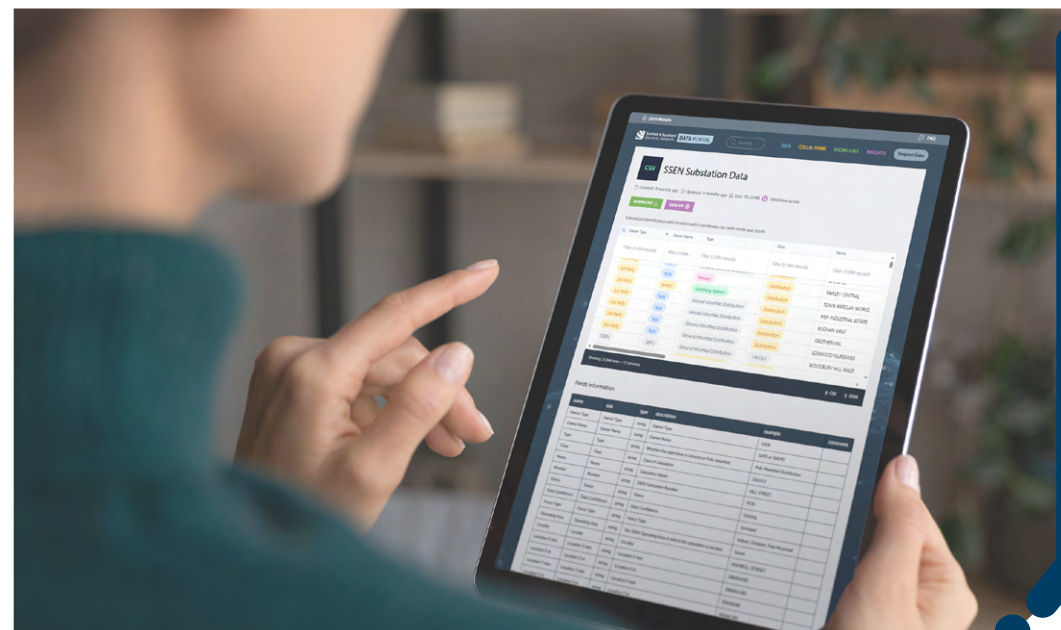
SSEN Distributions' Digital Strategy aims to empower communities through a personalised, secure, and innovative digital ecosystem by integrating advanced technologies, fostering partnerships, and driving regulatory excellence.

We are committed to data-driven insights, exceptional customer experiences, and supporting customers who are not digitally enabled to ensure a sustainable future for all.

Our strategy supports the people and partners we serve and is refreshed every two years. We also publish our Digital Action Plan every six months detailing our activities and investments.

Becoming more digital is essential as the future energy system will involve flexible electricity use, increased collaboration, real-time data exchange, and improved services through digital techniques like Artificial Intelligence (AI). We achieve this by prioritising customers, collaborating with partners, updating IT systems and processes, enabling our employees and reorganising our business to handle a complex network and diverse customer needs.

Our strategy and the investments we are delivering are designed to be clear, transparent, and accessible. We value stakeholder feedback, and your views make a real difference to how we develop our digital future so please let us have your opinions



## Andrew Roper

Distribution System Operations Director  
SSEN Distribution



## Nicola Gribbin

CIO of Technology, Digital and Data  
SSEN Distribution





# WHAT DOES SSEN DISTRIBUTION DO TODAY

Through our two licensed electricity distribution network areas, Scottish Hydro Electric Power Distribution (SHEPD) and Southern Electric Power Distribution (SEPD), we deliver power to over 3.9m homes and businesses.

## PURPOSE

SSEN powers communities to thrive today and create a net zero tomorrow.

## VISION

We're powering change with every connection.

## OUR STRATEGIC GOALS



Improve customer performance and efficiency



Grow the network and underpin net zero transition



Lead in delivering the future system

## Delivering for customers and communities

- At SSEN, we play an active and positive role in the communities we serve and look to provide a service to our customers that meets their changing needs and preferences.
- Providing a leading social media and online customer service offering, providing contact through our website, Facebook, Whatsapp, X (formally Twitter) and the PowerTrack app
  - The creation of a Resilient Communities Fund has provided £4.7m to 680 not-for-profit community groups and charities since 2015

## Key facts

- Over **1,006,335** households are registered for free extra help via our Priority Services Register
- **2.3m** people used our PowerTrack app in 2024
- Over **267,650** incoming messages on social media platforms
- **5.7m** website views in 2024
- **9.1/10 (avg)** - Our online customer satisfaction score

## A leading role in a leading group

SSEN is part of SSE, a UK-listed company that operates across the energy sector and its activities and investments contribute around £9bn to the UK economy every year. We are Fair Tax Mark and Living Wage accredited, showing our commitment to pay the right level of tax at the right time and to ensure fair pay through our supply chain.

SSE has set out four business goals to achieve by 2030, aligned to the UN's Sustainable Development Goals (SDGs), designed to drive faster decarbonisation across the next decade.

## OUR DISTRIBUTION NETWORK AT A GLANCE

Over **3.9 million** homes and businesses

More than **1 million** customers on our Priority Services Register

Over **128,000km** of overhead lines and underground cables

**460km** subsea cables powering island communities

Over **4,400** employees across the country



Figures as of October 2024



Cut carbon intensity by 80%

Reduce Scope 1 carbon intensity by 80% by 2030, compared to 2017-18 levels to 61gCO<sub>2</sub>e/kWh



Increase renewable energy output fivefold

Build a renewable energy portfolio that generates at least 50TWh of renewable electricity a year by 2030



Enable low-carbon generation and demand

Enable at least 20GW of renewable generation and facilitate around 2 million EVs and 1 million heat pumps on SSEN's electricity networks by 2030



Champion a fair and just energy transition

Be a global leader for the just transition to net zero, with a guarantee of fair work and commitment to paying fair tax and sharing economic value



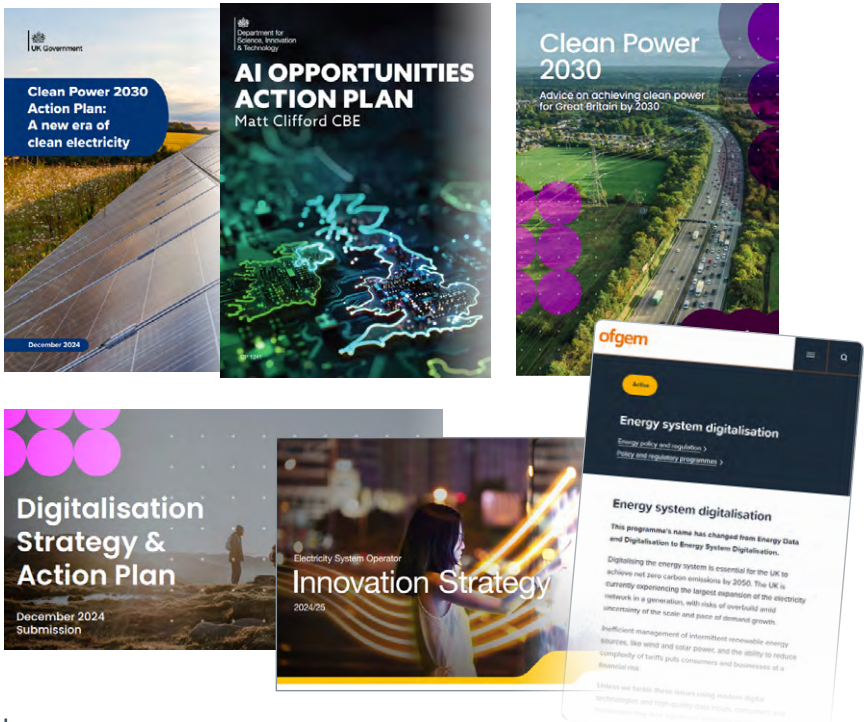



# BACKGROUND – DRIVERS FOR CHANGE

As we move into the second half of ED2 There have been significant changes in recent years that influence how data and digital opportunities can be integrated into the energy system.


- Ofgem consultation on governance of a data sharing infrastructure.
- AI opportunities action plan and the government response to this.
- Clean Power 2030
- Energy data taskforce report into a strategy into a modern digitalised energy system.

Our refreshed strategy enables us to take that first step towards a digital first future.





**2023-2025** (start of ED2)  
*We will build credibility and perform*



**2025-2028** (ED2 and preparing for ED3)  
*We will lead and prepare for the future*

## Future Growth

We know that the demands on our network will change, and we must be ready to digitally enable and deliver those changes for our network, customers and stakeholders as we move into the second half of ED2 and prepare for ED3. We will lead and prepare for the future areas of growth within our two license areas:

- SOUTH - currently 4.3 GW of generation and storage capacity connected to SSEN’s distribution network and 25.5 GW of generation and storage capacity in the development pipeline with connection offers.
- NORTH - currently 3.8 GW of generation and storage capacity connected to SSEN’s distribution network and 14.9 GW of generation and storage capacity in the development pipeline with connection offers.
- Future demand in our license areas also increases as we could see up to 43,000 new houses built in Scotland and 186,000 new houses being built in southern England by 2030 plus, 10.5million sqm of non-domestic floorspace developed by 2030 across both areas.
- There are 24 data centres, totaling 805 MW of demand capacity, in operation mostly to the west of London and around Swindon. Approximately 2.2 GW of additional data centre demand is projected, seeking to connect up to 43 sites across our license areas.

## Our digital and data future

The future of digital is for us to empower our communities through a personalised, secure, and innovative digital ecosystem. Integrating advanced technologies, fostering strategic partnerships, and driving regulatory excellence.

We aim to achieve this through our commitment to data-driven insights, exceptional customer experiences, and support for customers in vulnerable positions, ensuring a sustainable and thriving future for all.



# BECOMING A MORE DIGITAL AND DATA-DRIVEN BUSINESS

## Why do we need to become more digital?

The future energy system will work differently to the one we know now:



- 1 Growth:** Much more electricity will flow through the electricity networks because heating, cooking and transport, which used to rely on fossil fuels such as gas, petrol and diesel, are now using electricity. This means the electricity network needs to be bigger and more reliable than it is today and we need to plan this growth in a coordinated way that is affordable.
- 2 Flexibility:** Electricity network companies will provide new services to customers enabling GB wide flexibility so customers can adjust to access the cheapest energy when renewable generation is abundant. Where households & businesses can produce their own renewable electricity or change their usage, we will use this flexibility to help develop the network in an affordable way. However, it does make keeping the lights on more complicated so we need to develop new tools to help us.
- 3 Collaboration:** Many different parties such as electricity network companies, regulators, government departments, transport operators and other private companies will need to work together to plan how we build a net zero world. To do this well, we have to share information and be able to work together in an easy way.
- 4 Data & AI:** Much more, and much better data is needed, much of it available in real-time, to allow coordination across network companies/ National Energy System Operator (NESO) to make better, faster decisions about how to run the network, and for their customers to make better, faster decisions about when and how to change the way they use and generate electricity.

## How do we become more digital?

This means all electricity network companies, like SSEN-Distribution, need to:



### A PARTNERS AND PEERS



Work together with a wide range of organisations to deliver the energy transition. This means we need to develop new partnerships and share data with others.

We need to understand the value our data can create for other parties, and to understand how others can help us be more efficient in how we operate day to day.

### B CUSTOMER EXPERIENCE



Put the customer at the heart of everything we do so we can serve customers who have more complex needs and do this better than in the past.

We need to understand what our customers want and make it easier to get information from us in a way that is easy to understand.

### C PLATFORMS AND DATA



Make sure our IT systems and processes are up to date and ready to deal with the future energy system. They need to be able to receive, process, analyse and share much bigger volumes of data and do so much faster. We need to make it easy for our employees to use these systems so they can make the best decisions to deliver net zero and keep our contribution to energy bills low.

### D PEOPLE AND WAYS OF WORKING



Change how we organise our business and how we work to deal with a bigger and more complicated network and customers' needs.

We need to build up new digital skills whilst also making best use of all the experts we already have in our business. We need to be able to attract and retain the best talent to help us deliver our vision.




# OUR DIGITAL DIRECTION AND PURPOSE


As we move into the second half of ED2 we have used drivers for change, stakeholder engagement, and strategic analysis to determine that by focusing on creating a connected community, building an open data ecosystem, and operating as a whole system in partnerships we can strengthen our digital first culture which in turn will enable us to achieve our goals and purpose and better serve our stakeholders and customers today and in the future.

Our digital purpose is to improve performance and efficiency by creating a digital network and a data community with every connection. This in turn, is how we help SSEN Distribution achieve the business strategic goals.

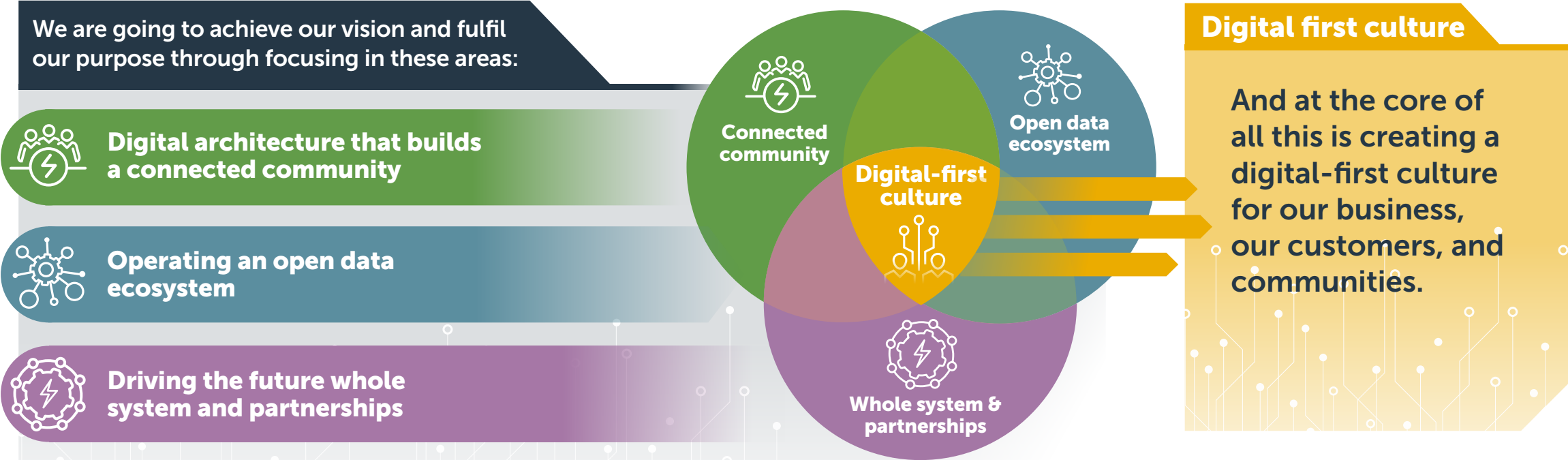
We want to enable the digital and data future through a digital-first culture built on accurate data that we and our communities can access, use, connect, manage, and share.



**2023-2025** (start of ED2)  
*We will build credibility and perform*



**2025-2028** (ED2 and preparing for ED3)  
*We will lead and prepare for the future*





# STRATEGIC GOALS & AMBITIONS

## OUR STRATEGIC GOALS



### Improve customer performance and efficiency

- Maintain/ improve our industry-leading 9.3 digital satisfaction score.
- 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.



### 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.



### Lead in delivering the future system

- 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.



## OUR ED2 PRIORITIES



Delivering a safe, resilient and responsive network



Providing a valued and trusted service for customers and communities



Accelerating progress towards a net zero world



Making a positive impact on society



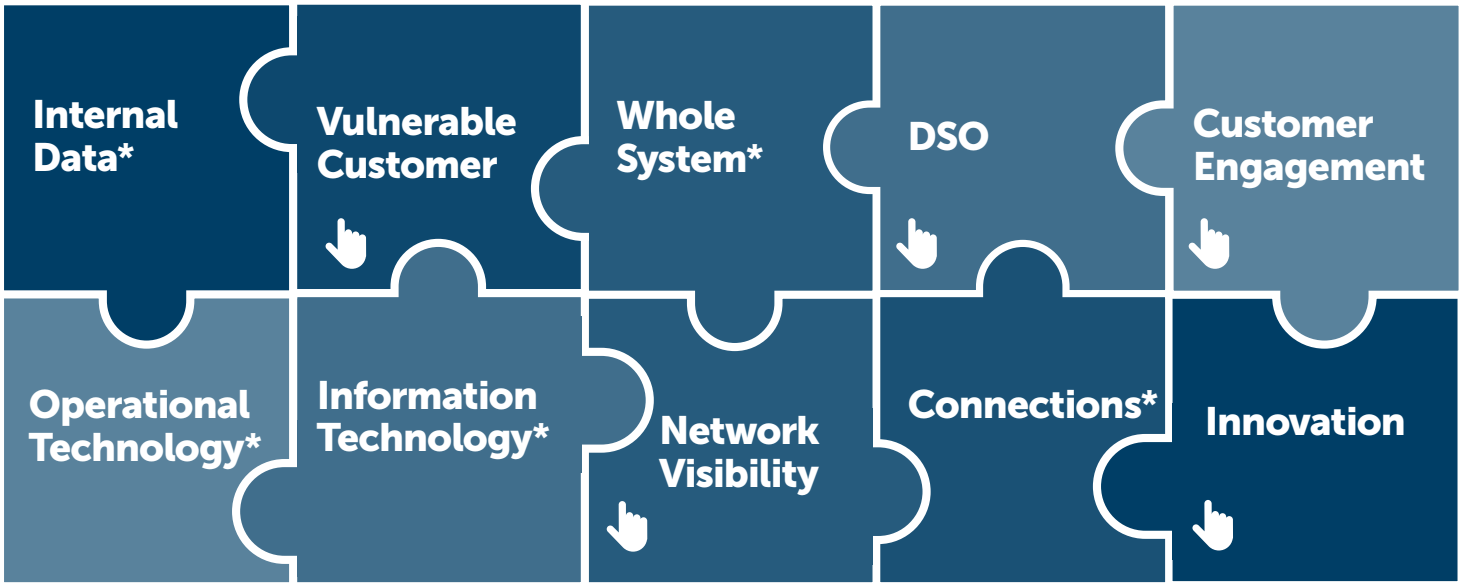


# OUR DIGITAL STRATEGY DOES NOT STAND ALONE

It aligns with other plans and strategies



We have explained how we will deliver our strategic goals in separate strategies each providing extra detail and explaining what you can expect:



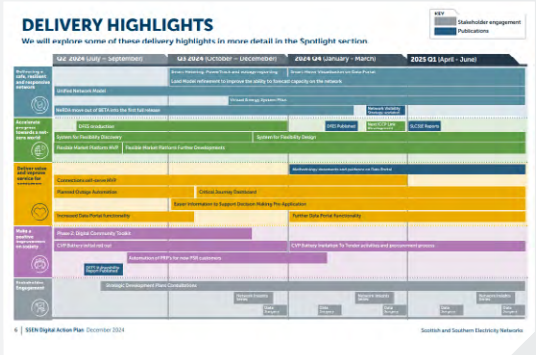
\* Internal strategy documents



You can track our progress and outputs against the commitments in our Digital Action Plan:

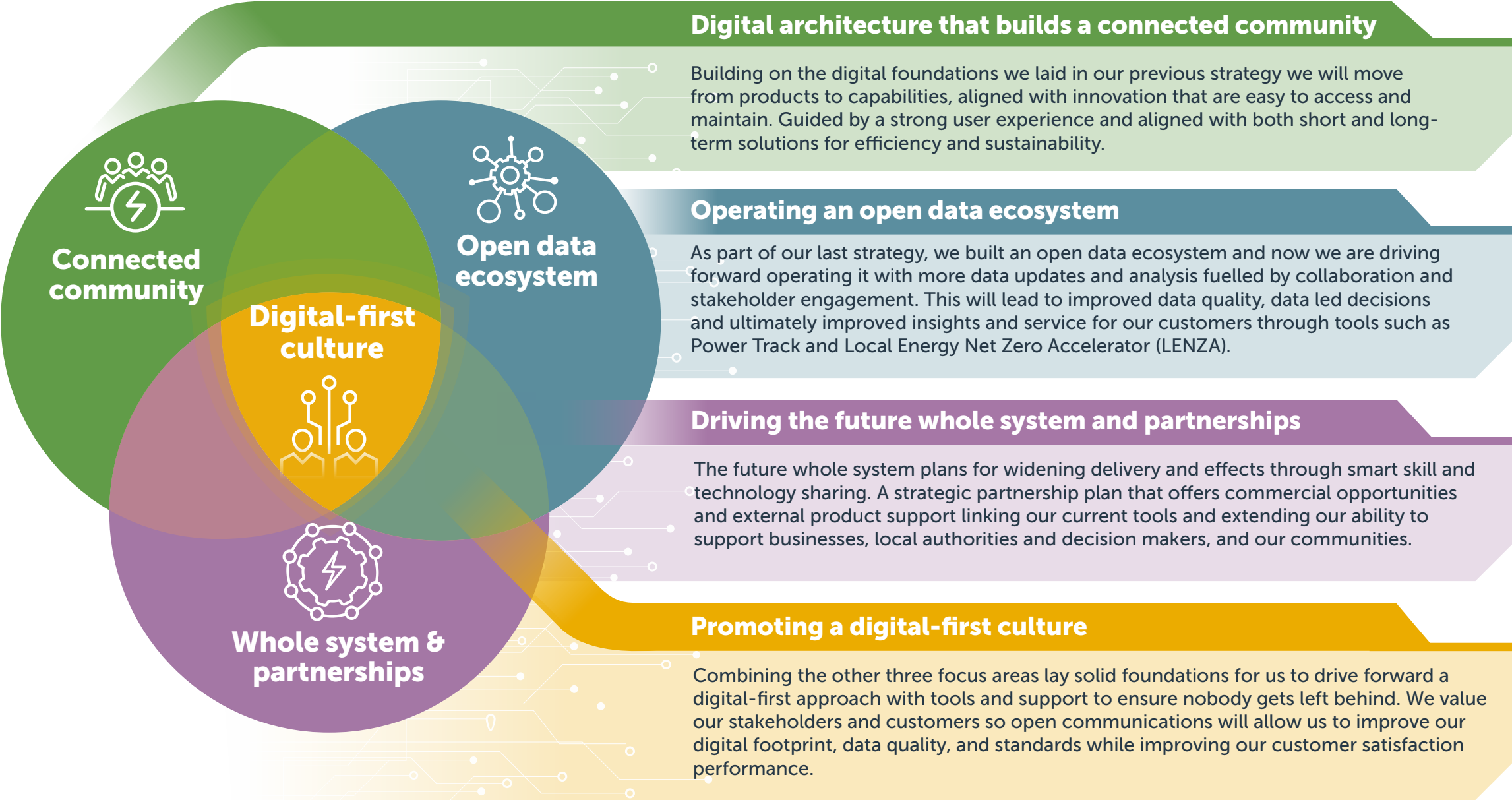


[Explore here](#)





# OUR FOCUS AREAS AND PRIORITIES








# CUSTOMER CATEGORIES




**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**







# OUR PROCESSES

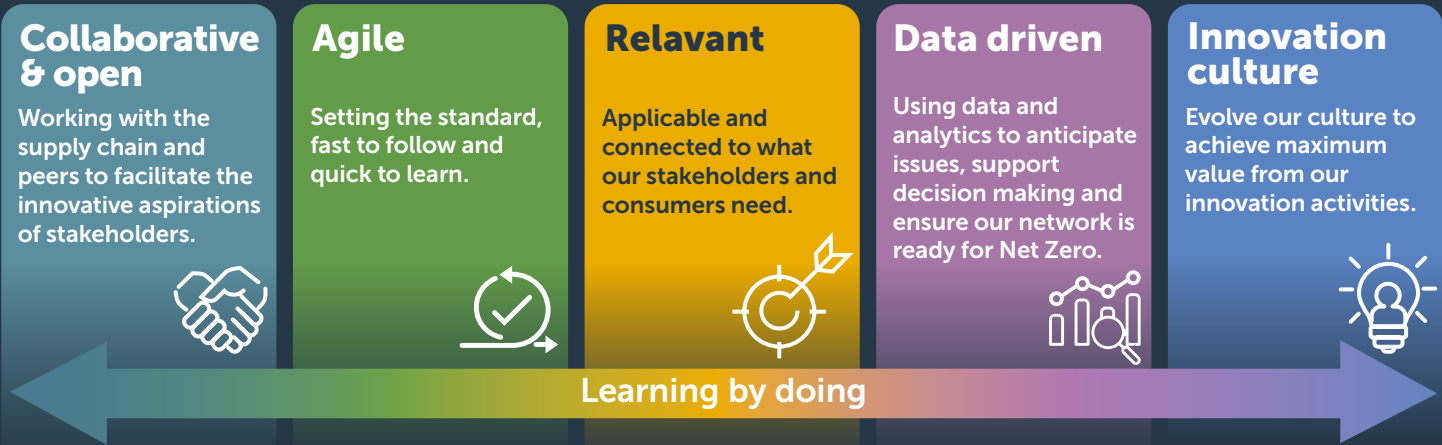


**Regulatory uncertainty mechanism**

While we are confident our base plan will provide the improved network, enhanced service and progress to net zero our customers expect, we know that uncertainties remain in terms of timing and scale of demand change in the later years of the plan.

We have therefore proposed nine regulatory uncertainty mechanisms including one specifically in relation to our digital projects. This will help protect customers and provide the necessary flexibility, both upwards and downwards, as positions and policy evolves.

## OUR PRINCIPLES

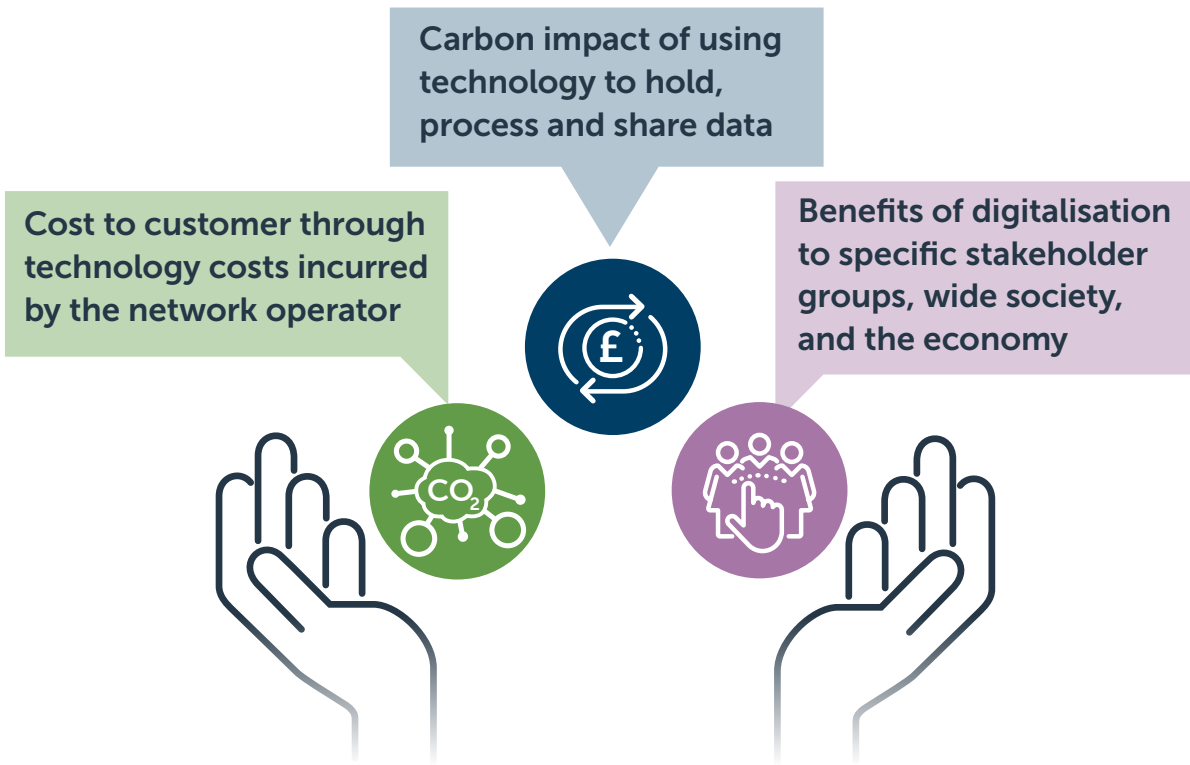




# COLLABORATION

We ensure our partnerships are sustainable and deliver value for customers.

We are actively thinking about how we can make our partnerships more efficient and valuable partnerships to everyone but we need to consider the impact of how we invest in data. We are particularly focussed on ensuring we understand the following as part of any digital partnership:



Demand for data sharing is high, so we need to find a way to balance these 3 areas in order to successfully deliver our strategic goals. We will continue to evaluate where data sharing is most valuable and how we can create efficiencies in doing so.



## Boundaries & Interfaces

SSEN Distribution’s approach to support the challenge of whole system optimisation through our boundaries and interfaces as part of Smart Optimisation Output includes:

- Building close working relationships with our industry partners and peers, including adjacent licensees, embedded Independent DNOs (IDNOs), and other utilities like water, gas, and Electricity Transmission Operators.
- This will include building of collaborative partnerships, methodologies, and standards to enable secure, frictionless interoperable data and information sharing.

SSEN Distribution will also look to build partnerships and relationships with our data consumers, understand the use cases for data access, and ensuring that our data is a product.

- This will ensure that we can enable the use of data to support valuable use cases, and is fit for the purpose it serves.

SSEN Distribution is also engaging with the [Virtual Energy System Pilot](#), a data sharing infrastructure project that focuses on automated frictionless data sharing, through trust frameworks, IT infrastructure and data architecture.

- The virtual energy system pilot will allow authorised access to timely and accurate data with the ability to work with it in near real-time.

### ICEBREAKER ONE DATA ASSURANCE



We collaborate with Icebreaker One (IB1) to identify and tackle data silos and develop data sharing opportunities whilst ensuring customer privacy and cyber security measures are managed. We will continue to work with IB1 throughout the remainder of ED2 to understand how we are able to start sharing all classifications of data in a secure and controlled manner, increasing the value of data publications and enabling trust in the data we share.

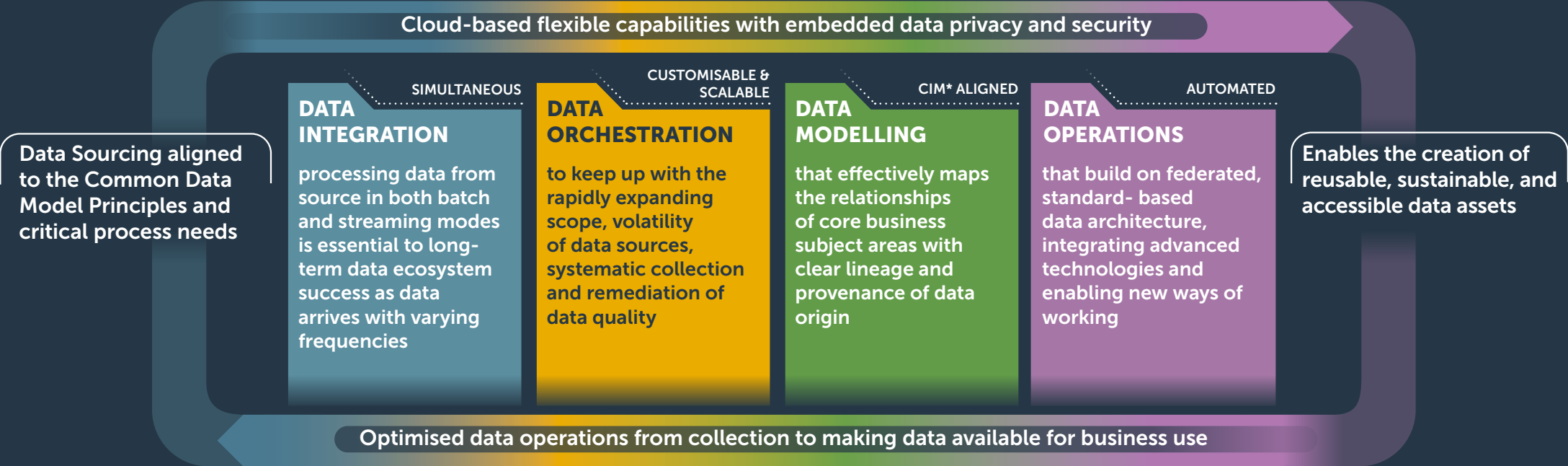
### DATA INTEROPERABILITY



We work alongside the Energy Networks Association (ENA) and other DNOs to ensure that data published by each DNO is consistently understood and has the ability to be used in conjunction with each other. We worked with the ENA to develop and deliver a framework for allowing interoperable datasets to be created and published on the DNO’s Open Data Portals. A great example of this can be seen with the [Smart Meter LV Feeder Usage data](#), the methodology has paved a collaborative approach working across the industry.



# DATA INFRASTRUCTURE AND GOVERNANCE



\* Common Information Model

## It is a practice, not a project.

At SSEN Distribution, we see data as a valuable and strategic asset which enables end to end business processes, underpins business decisions and enables digital transformation.

In order to maximise the utility of data, we need to ensure it is accurate, usable, trusted and readily available to those who need it.

We have 4 data principles that guide and direct our data improvement intents and activities.

## OUR DATA PRINCIPLES

**Data is owned and curated as an asset.**

Clear ownership, active management, transparent and good understanding of how data is created, updated, used and deleted.



**Data is democratised: readily accessible, easy to understand and trustworthy.**

Data will be made available and accessible while considering necessary access requirements.



**Data management activities are business led and benefit driven.**

Our Business data assets are owned by the Business and the business is best suited to ensure that Data Governance efforts align with the strategy.



**Data improvements are deliverable measurable and sustainable.**

Using data and analytics to anticipate issues, support decision making and ensure our network is ready for net zero.







# OUR PORTFOLIO

We want to improve performance and efficiency by creating a digital network and a data community that enables accurate data that we and our communities can access, use, connect, manage, and share. Our current portfolio allows us to do that for all of our stakeholders and customers through these exciting and essential projects.

The following pages detail highlights from our active project lists in each of these focus areas.





# DIGITAL FIRST CULTURE SPOTLIGHT



## Customer data analytics



Our customers expect us to understand their needs and situation at a greater level of detail than ever before, and we understand the importance of making decisions around our customers too.

Our focus on Customer Data Analytics means we will leverage our customer data from across all internal and external sources to provide valuable insights on the customer to help us drive improved experiences for them and help us with decision making. Our focus on this in the last year has delivered improved customer vulnerability mapping, persona development, journey optimisation and customer indexes which help us prioritise the support we provide to customers.



Further investment and development in this space this will help to support the development of customer profiles through the analysis of customer trends and continue to help us continuously improve the Customer Journey.

## Scaling our systems for flexibility



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



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

## LENZA



LENZA started life as project RESOP (Regional Energy System Optimisation Planning) in RIIO-ED1. It has since evolved into a tool to enable local authorities to independently plan for their local energy needs and develop their own Local Area Energy Plans (LAEPS).

LENZA supports informed decision making, including information on network capacity, housing stock, and energy consumption. Currently 55 out of the 63 authorities have a LENZA account. This allows us to work alongside local authorities to explore potential pathways to net zero cost effectively and with socio economic considerations in mind.



LENZA brings numerous data sets into a single location allowing users to model future scenarios such as the uptake of heat pumps in a particular street to understand the knock-on implication of the increased demands on the network. It allows local authorities to make better decision about where to place new energy assets.



# CONNECTED COMMUNITY SPOTLIGHT



## Transforming our digital journeys



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

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



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

## Enhanced SSEN website



**Our website is visited more than 1.2 million times a year, and this continues to grow. As our customers attempt to service their needs online, we're committed to meeting that need and delivering seamless, high-quality journeys for them.**

Through customer research, feedback has been clear that customers expect to be able to service their needs online, day or night, 365 days a year. We have made significant improvements to our digital offering over the past few years, including replacing the site completely, introducing new tools and information for customers and redesigning journeys to match the intentions of customers. We'll continue our investment and focus on this by enhancing the information available to customers, optimising our online forms and improving our customer portal, so that customers can track the progress of work with us in just a few clicks.



Over the next 12 months, we'll be making a series of improvements to the SSEN website including quarterly releases of improved functionality and user experience, and several larger releases of improvements around our application forms for connections, our customer portal and information available to customers to answer any questions they may have.





# OPEN DATA ECOSYSTEM SPOTLIGHT



## Data management and integration



Delivering capabilities which connect and manage large amounts of raw data from different sources in a single, easily accessible place will tackle data silos and make it easier to analyse and use.



### Common data environment

Centralised digital repository that will allow us to easily **manage and share project information** with the supply chain.

## Network visibility



Greater network visibility and monitoring, is important to help us achieve our commitments by creating opportunities through a range of data sources from physical monitoring devices, smartmeter data, data analysis and modelling.



Through the installation of LV monitoring on 5,835 of our secondary ground-mounted substations we can plan with more certainty and manage our assets more effectively. We are targeting 20,000 monitors by the end of ED2.

In time, NeRDA will ingest this data helping to visualise data right across our network from GSP down to Secondary Substation.

## Storm AI



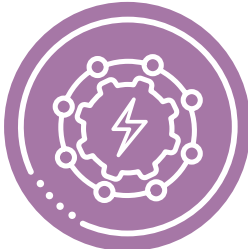
The Storm AI project will seek to understand the potential role that AI and Machine Learning (ML) could play in providing better information for customers who may have been impacted during a storm.



Storm AI uses AI to create new insights from damage and interruption reports to help allocate resource and improve restoration times.



# WHOLE SYSTEM & PARTNERSHIPS SPOTLIGHT



## Homeflex compliance



This helps household or microbusiness customers who wish to take part in energy flexibility markets, by working towards developing an inclusive, fair and transparent domestic flexibility market.



Homeflex allows consumers to choose a provider who is aligned with Homeflex, so they can feel confident that they will be treated fairly. Working towards a compliance scheme to help flexibility providers reach higher levels of service and fairness as well as to demonstrate their credibility to customers and the energy industry alike.

## Informed lightning protection



Lightning strikes are a significant cause of outages on both of the SSEN networks. This project installed a significant number of surge arresters to assess the impact these could have in reducing the effect of lightning on the network.



Circuits where this technology was installed showed a 76% improvement on the 10 year average and we are now planning a roll out of this technology at strategic locations.

## Work management



Our new works management solution will simplify scheduling with a cloud-based platform, intelligent routing, and real-time support.

It reduces travel distances and administrative tasks, enabling our field staff to focus on their core duties efficiently.



A single, consistent view of our incoming work will help us plan and prioritise.



# DIGITAL SERVICES SUMMARY

The combination of the projects in our portfolio will result in the following outcomes giving benefit and value to our different customers and stakeholders. We will meet our commitments to you as our digital services progress and deliver between now and the end of ED2.

Outcomes	Customer category									Maturity timeline		
	SSEN internal employee internal	Customers not digitally enabled	Households and small businesses	Businesses who have large scale connection requests	Flexibility providers	Data providers and innovators	Supply chain partners	Local authorities, community groups & other related parties	Local and national policy makers	RIIO ED 2 – Year 3: March 2025 to March 2026	RIIO ED 2 – Year 4: March 2026 to March 2027	RIIO ED 2 – Year 5: March 2027 to March 2028
Deliver an improved customer portal including a Self-serve option for customers	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Enhance customer interactions by introducing a new contact channel management system	✓	✓	✓	✓	✓	✓	✓		✓			
A system to collect manage and share information both internally and with the supply chain	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Improved use of people resources, equipment and technology to every task	✓	✓	✓	✓	✓		✓	✓	✓			
One consistent way of managing projects, including market leading technology	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Better end to end data, helping us track jobs, finances, assets and plan more effectively	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Implementing system support for the end-to-end flexibility journey, including short-term forecasting, scheduling, whole system coordination, dispatch, and settlement	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Mature stakeholder engagement and collaboration embedded into everything we do, with all the data our customers and stakeholders need published on our data portal	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Enhancing network modelling and forecasting capabilities making more data available to customers and stakeholders	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Evolve a third-party flexibility market platform to drive closer to real time procurement, standardisation with wider system operators, and a simpler customer journey					✓		✓		✓			
Evolution of flexibility products, access products, and market data to support shorter-term procurement, reduce barriers to entry, and meet a broader set of customer needs			✓	✓	✓		✓	✓	✓			
100% network visibility for all stakeholders, at all voltage levels, available on our Open Data Portal	✓	✓	✓	✓	✓	✓	✓	✓	✓			





# OUR COMMITMENTS TO YOU

## Digital focus areas

Strategic goals

Lead in delivering the future system

Grow the network and underpin net zero transition

Improve customer performance and efficiency



### Digital-first culture

#### Process



We will reduce “paper-based” processes to make them faster, better and cheaper so it’s easier to work with us



### Connected Community

#### Proposition



We will create products and services that meet your needs and deliver them in a way that is easy to find and easy to use



### Open Data Ecosystem

#### Business Model



We are becoming a more open, collaborative and flexible business that can cope with constant change



### Whole system and partnership

#### Ecosystem



We want to be a business that thrives on working together via partnerships and easy communication, to solve the big problems as well as the individual customer challenges, and help the journey to net zero

### Organisation and Talent



Building new digital skills, sourcing great talent from all potential sources and organising ourselves to deliver change quickly

### Customer



Understanding what our customers and people we work with want and need helps to deliver a better experience more effectively

### Risk and Resilience



As climate change impacts grow and cyber threats become more complex, we will be resilient to known threats and continuously responds to new risks

### Method



Learning the best ways to work together internally in our business and externally with others

### IT Architecture



Improving our IT to make it easier to work with us and help us become more efficient

### Channel



Enabling you to talk to us, and us to give you updates in easy and convenient ways on the channel that you prefer

### Insight



Be able to understand and process large volumes of data and turn it into insight we can share with you or use to make better decisions

### Culture



Becoming more focused on our customer, and more collaborative

# WE WANT TO UNDERSTAND YOUR NEEDS

and how we can best meet them



## WHAT WE'VE DONE SO FAR

- When we created our five year “RIIO-ED2” Plan, we met with our stakeholders at 150 events. This input helped shape what we will deliver over the next five years
- Since the start of ED2 we’ve held 35 discovery workshops, events and engagements to allow stakeholders to continue to inform our plans



## UNLOCKING NETWORKS THROUGH DATA

### WHAT WE HEARD

- Increase your support for data portal users.
- Provide a more in-depth roadmap for which data you are producing and when.
- Publish enhanced Smart Metering visualisations, geospatial information and additional datasets on your open data portal.
- Share your modelling methodologies.

### WHAT WE'VE DONE

- Held **3 times** more data workshops as last year
- Launched our **Network Insights Series** linking the data we publish to our network plans
- Publishing new data sets with supporting methodologies and **updated over 25%** of our library with the same level of detail.
- Published videos and practical guides to help users navigate our data portal more effectively.

### Systems for Flexibility webinar participant:

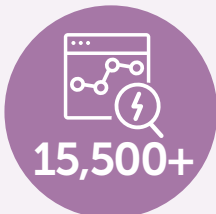
“Many thanks for the insightful webinar this morning – the SSEN view of evolving needs for Flexibility Enablers/Infrastructure/Solutions was impressive, well-thought out and a mature informed view of what will be needed in coming years to streamline and get most value out of Flexibility”

### Data Portal user:

“Thank you so much for your effort in putting this data set together and it’s exactly what we want. It’s great to see that you are incorporating the feedback from the community and improve the data service accordingly.”



## TOTAL ENGAGEMENTS SINCE 2023



Data Portal users registered



LA's using the Local Area Energy Planning tool



Data Portal Stakeholders surveyed



Discovery workshops, events and engagements held



Datasets on our Data Portal



# 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.



## SIGN UP FOR FUTURE EVENTS



Sign up to be part of the Digital Strategy and Action Plan distribution list and be invited to future events and consultations

[Sign up here](#)

- 1 Which digital tools, platforms and processes do you currently use, will be of interest or important to you in the future? How could we develop these further?
- 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 stakeholders in a digital world? How could we improve this or take it further?
- 5 In the process of digitalising the business and opening up data securely where should our priorities be focused?



## DIGITAL FEEDBACK SURVEY

If you would like to give general feedback or fill out our questionnaire, please go to: [ssen.co.uk/digitalfeedback](https://ssen.co.uk/digitalfeedback)

You can also keep up to date with our events at



[ssen.engage-360.co.uk](https://ssen.engage-360.co.uk)

Sign up for our DSO newsletter







# GLOSSARY

Term	Description
<b>Artificial Intelligence (AI)</b>	Artificial Intelligence can be used as a branch of computer science that can simulate human intelligence.
<b>CIM</b>	Common information model
<b>Data Asset</b>	A data asset is in any type of data that has value. Such as a system, web page, output file or database.
<b>Distribution Network Operator (DNO)</b>	The operator of the electric power distribution system which delivers electricity to most end users.
<b>Distribution System Operator (DSO)</b>	DSOs are responsible for managing and maintaining the distribution grid, which is a crucial component of the energy distribution system.
<b>Electric Vehicle (EV) charge points</b>	Charging points for vehicles that use electricity to improve efficiency or replace other fuels.
<b>Energy Network Association (ENA)</b>	Industry body representing the companies which operate the electricity wires, gas pipes and energy system in the UK and Ireland.
<b>GB</b>	Great Britain
<b>GW</b>	Gigawatt
<b>IB1</b>	Icebreaker One
<b>IDNO</b>	Independent Distribution Network Operators
<b>IT</b>	Information Technology
<b>kWh</b>	Kilo Watt Hour
<b>LA</b>	Local Authority
<b>Local Area Energy Planning (LAEP)</b>	LAEP is a process designed to deliver effective local action to contribute to the 2050 net zero.
<b>Low Carbon Technologies (LCT)</b>	Refers to a range of technologies that have the potential to significantly lower our global carbon footprint.
<b>Local Energy Net Zero Accelerator (LENZA)</b>	Geospatial planning software, powered by Advanced Infrastructure's LAEP+ infrastructure, provides data on network constraints, empowering planners to make better informed decisions about where to install new energy assets in their local areas.

Term	Description
<b>Low Voltage (LV)</b>	This refers to voltages up to, but not including, 1kV.
<b>ML</b>	Machine Learning
<b>MW</b>	Megawatt
<b>Near Real Time Data Access (NeRDA)</b>	Making near real-time data from our network available to stakeholders.
<b>National Electricity System Operator (NESO)</b>	Electricity system operator for Great Britain
<b>Priority Services Register (PSR)</b>	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.
<b>RESOP</b>	Regional Energy System Optimisation Planning
<b>RIIO-ED1</b>	The price control covering the five-year period from 1 April 2018 to 31 March 2023
<b>RIIO-ED2</b>	The 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 <a href="#">here</a> .
<b>RIIO-ED3</b>	The price control covering the five-year period from 1 April 2028 to 31 March 2032
<b>SDG</b>	Sustainable Development Goals
<b>Southern Electric Power Distribution (SEPD)</b>	Southern England distribution licence area.
<b>Scottish Hydro Electric Power Distribution (SHEPD)</b>	North of Scotland distribution licence area.
<b>South West Active Networks (SWANS)</b>	Our mechanism to allow more customers to connect to distribution network ahead of transmission reinforcement by using an ANM system.
<b>SSEN</b>	Scottish and Southern Electricity Networks.
<b>TWh</b>	Terawatt Hour

# ENGAGE WITH US

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



[stakeholder.engagement@sse.com](mailto:stakeholder.engagement@sse.com)



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**SSEN DSO Acceleration Strategy and Action Plan 2023**



**Contact us on 0800 980 1395**



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