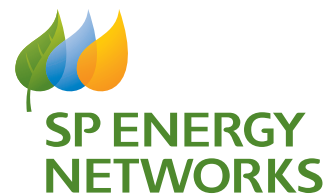


Making a Difference

Highlights of our activities and outcomes following stakeholder engagement



Ofgem Electricity Distribution Stakeholder Engagement and Consumer Vulnerability Incentive Scheme 2017–18
Part Two



23%
reduction in total
public safety
incidents

£9.6m
Combined customer
benefits delivered
through engagement
beyond business
as usual



22%
increase – 769,928
customers now
protected by being
on the Priority
Services Register

3 lives
saved as a result of
our rural partnerships



£1.5m
UK-wide benefit
delivered through
innovative Smart
Metering processes
and training



"The Scottish Government is pleased that the Sustainability Stakeholder Working Group has been formed and that SPEN has set out their ambitions. We support the consideration given to social and economic sustainability as well as environmental sustainability in this Working Group and in the SPEN Sustainability Strategy. A focus for the Scottish Government is on maximising the social and economic benefits of energy, particularly in relation to local communities and community ownership, and we welcome collaboration on these aspects."

Member of the Sustainability Stakeholder Working Group

"Such is SP Energy Networks' commitment to public safety, they were keen to work with us from the moment we met at a national safety centre event four years ago. Since then, they've given us a terrific amount of support; from providing educational resources and helping us plan lessons, to installing a simulated substation and fallen power line in our indoor street-scene as a focus for our electricity safety sessions."

Mark Shone, Centre Manager, Safety Central, Cheshire Fire & Rescue Service

"Of all the networks, they're the most likely to collaborate. They're helpful, it's part of their culture. They're outward looking."

"I think the local model delivers a far better system for engaging with the local community."

"They're the most proactive network."

2017-18 stakeholder survey respondents

"This is a breakthrough for solar in much of Scotland and it goes a long way towards removing one of several barriers to Scotland realising its solar potential. We're grateful to SP Energy Networks for engaging with our members and for looking carefully at the evidence. As a result of SPEN taking a sensible approach to rooftop schemes, businesses and housing developers in Scotland will find it easier and cheaper to go solar."

Chris Clark, Chair, STA Scotland

"Cheshire West and Chester Council has been involved with the SP Energy Networks Stakeholder workshops for a while now and we have been impressed by the way that SPEN have engaged and worked with a range of stakeholders on the development of this Innovation Strategy. This is an important strategy outlining the opportunities and challenges we all face as our energy system continues to develop and change to reflect technological advances and customer expectations.

The strategy is extremely useful in looking forward so we can work with SPEN and many other organisations to share our common knowledge to ensure we can all benefit from our learning. Collaboration is really important to the Council and Qwest, as we cannot do everything ourselves due to resource and expertise limitations, so we look to explore any opportunities to collaborate and develop solutions with organisations such as SPEN. We look forward to supporting the delivery of this important strategy."

Peter Bulmer, Energy and Carbon Reduction Officer, Qwest Services

"Our partnership with SP Energy Networks is invaluable for our members, providing life-saving information as well as details about their services, career opportunities, health and safety awareness and increased engagement with their team. It's great to know that this national company is so keen to get involved in small communities and cares about protecting young farmers."

Suzie Dunn, Scottish Association of Young Farmers Clubs National Chairman

"The advice, seed funding and ongoing support we've received from SP Energy Networks has been instrumental in the success of our project to date. Over time, we expect the project to deliver data on network and customer behaviour that will inform SPEN's efforts to support the further connection of community generation across North and Mid-Wales."

Dr Mary Gillie, Energy Local

"Based on the effective and constructive working relationship we have established over recent years, SPEN and SLC are currently working closer than ever before on a number of critical infrastructure projects. This engagement ensures reinforcement in the electrical network is delivered for the communities and businesses in South Lanarkshire, in conjunction with other essential infrastructure – particularly in strategic growth areas including Strathaven & Jackton. This contributes significantly towards the work being done by the Council to deliver sustainable economic growth within its area."

Gordon Cameron, Community & Enterprise Resources Headquarters Manager, South Lanarkshire Council

Contents

This is **Part Two** of our submission to Ofgem's **Stakeholder Engagement Incentive** for regulatory year 2017–18.

SP Energy Networks is the Distribution Network Operator that delivers electricity to homes and businesses in Central and Southern Scotland, Merseyside, Cheshire, North Wales and North Shropshire. We are the only network operator active in Scotland, England and Wales.

Ofgem's annual SECV Incentive encourages Distribution Network Operators (DNOs) to 'engage proactively with stakeholders in order to anticipate their needs and deliver a consumer focused, socially responsible and sustainable energy service'.

This submission focuses primarily on engagement and outputs not covered in other Ofgem incentives, such as those for innovation and connections. In the few instances where such a link exists, we have made it clear for readers.

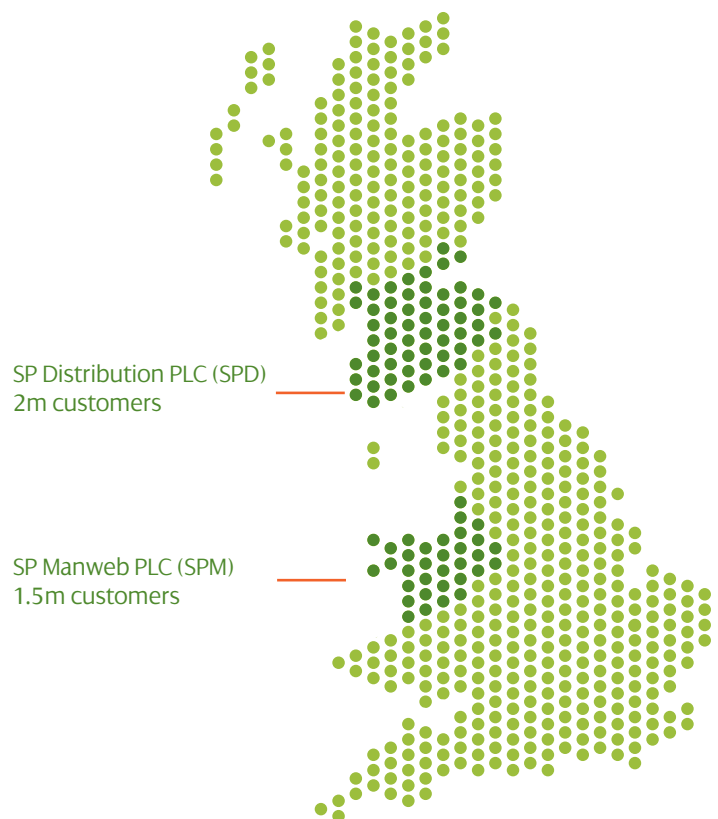
Our Distribution submission is made up of three parts:

Part :1 Our strategies for stakeholder engagement and consumer vulnerability, demonstrating that we meet and exceed Ofgem's minimum requirements.

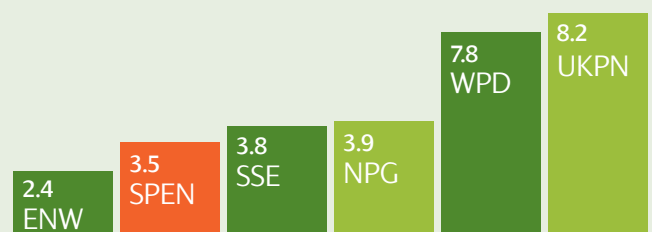
Part 2: Highlights of our activities and outcomes following stakeholder engagement, demonstrating our strong performance improvements year on year.

Part 3: Our strategies and outputs for consumer vulnerability, demonstrating our strong consumer vulnerability credentials.

Introduction	01
Engagement and outputs	02
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Delivering sustainable value	07
Safe, reliable services for all	09



DNO Size by Customer Numbers (Millions)



Company size and scale

SPEN has 3.5 million customers and is 5th in terms of the size of our customer base (but not the size of our ambition) when comparing all 6 DNOs.

Introduction



From our day to day operations to our evolution into the utility of the future, stakeholders are at the heart of every decision we make.

Their voices are heard by our board and their insights drive the overall direction of the company to deliver the services that they want. This year, we have shaped our business activities around the key priorities identified by our stakeholders – preparing for the smart energy future, delivering sustainable value, and

providing safe, reliable services.

In the past year, we have strengthened the voice of our stakeholders and consumers by creating additional opportunities for future customers, domestic consumers, experts and broad interest stakeholders to inform decision making and key strategies through our embedded engagement model.

We have formed a wide range of new partnerships to co-operate in solutions to innovate, drive down costs, optimise timelines, and improve service.

While our customer base is less than half the size of the largest UK DNO, our ambition is greater than any. We lead the way on decarbonisation and innovation, we're the

first and only DNO to have a comprehensive strategy for sustainability and we also lead the way on tough challenges such as electric vehicles (EV) and enabling solar connections.

All this is achieved while safely providing some of the best system reliability and resilience of all the UK networks, with consistently excellent customer service scores.

Our Part 2 submission highlights some of the key outcomes we have delivered in the past 12 months through targeted engagement, going above and beyond business as usual. This represents only a very small selection of the benefits that we achieve for our customers.

Frank Mitchell, CEO

Key outputs, outcomes and impacts in this submission

More than **£9.6m** benefit delivered to customers through engagement beyond business as usual in 2017-18.

£1.5m benefit delivered through innovative Smart Metering processes and training.

121,402 stakeholders engaged through dialogue, consultation and information gathering plus 11.3 million reached through information giving.

Electric vehicle projects with **8 council partners**, including enabling rural EV for fuel poverty reduction and enabling electric bin lorries.

Customer satisfaction of **8.80/10**, remaining **1st place** among all benchmarked utilities and benchmarked 8th in the Institute of Customer Service top 50 UK companies.

New **£15m** Green Economy Fund supports projects for community benefit and economic growth, supporting those who are most vulnerable or living in fuel poverty.

769,928 customers now protected by being on the Priority Services Register – a **22% increase**.

100% increase – calls received via 105 powercut number doubled from 21-42%.

First DNO to produce location-specific safety data – **23% reduction** in total public safety incidents, through ambitious targeted safety education programmes.

Partnerships with **15 councils**, **8** community energy projects, **8** electric vehicle projects, **6** integrated networks projects and **42** innovation partners.

New innovation and sustainable business strategies developed with stakeholders – **first network operator** to provide a detailed sustainability vision.

Enabled **5,000** innovators to propose and deliver innovation solutions with potential national impact.

Advanced Maturity



This year we engaged AccountAbility, owners of the AA1000SE standard to conduct a healthcheck on our performance against this standard.

AccountAbility found: "strong commitment to stakeholder engagement underpinned by a comprehensive strategy, multilayered governance, and tools and processes."

Also reporting: "SP Energy Networks demonstrated a strong performance across the various elements of AccountAbility AA1000SES, 2015. With a total score of 66%, the organisation lies within the advanced stage of the AccountAbility Stakeholder Engagement maturity ladder."

Priorities are set by stakeholders

Set by stakeholders through extensive engagement, our commitments are prioritised, refined and updated by stakeholders through our annual surveys.

Smart energy future

Delivering sustainable value

Safe, reliable services for all

Commitment	Stakeholder Priority
Safety	9.2/10
Providing a reliable, resilient and efficient network	9/10
Meeting the needs of connected customers	8.5/10
Enabling a Smart Energy Future	8.3/10
Network connections	8.3/10
Customer service	8/10
Collaboration for community benefit	7.9/10
Sustainability & Environment	7.8/10
Innovation	7.8/10
Consumer Vulnerability	7.7/10
Upgrading the network	7.6/10
Supporting Community Energy Projects	7.4/10
Business & Economic Impact	7.4/10
Strong supply chain relationships	7.3/10
NEW Supporting an open market for all	7.2/10
Fuel Poverty	7.1/10
Jobs and skills	7/10

Raising awareness of 105 and PSR

Consumers depend on their electricity and depend on us to provide it. We work hard to ensure they know who to call and how to get extra help.

100% increase – calls received via 105 powercut number doubled from 21-42%.

On-street and transport advertising reached over 11.3 million people.

Over 60,000 promotional bags distributed at events and public areas.

New social media materials developed – Facebook likes and shares increased by 98%, Twitter increased by 12%.

Press coverage increased by 250% since 2016.

Priority Services Register (PSR) advertised on 1.8m pharmacy bags and promoted through leaflets to local businesses and at Senior Citizens Groups – 22% increase in PSR registration.

Posters, postcards, Additional Services and PSR leaflets mailed to 9675 gatekeepers.

Engagement and outputs

Our robust embedded engagement model means every team in our business has responsibility to identify and engage stakeholders to understand their needs and improve our service. This approach is underpinned by a strong annual programme of core engagement that looks at the big strategic issues facing our stakeholders and legitimises top-down changes in our strategic approach. See part 1 page 5 for full details of our core engagement programme.



Strategic Stakeholder Panels (SSP)

Description

Three times a year in each of our licence areas, we meet a varied group of independent external stakeholders to discuss the key strategic decisions we face as a business and gather valuable feedback and advice to help us strengthen our services.

Participants

147 attendees from a wide range of sectors and interests, including national government, local government, industry and the third sector.

Objectives

- Invite real challenge, feedback, advice and support on decisions proposed by the Board of Directors.
- Provide a forum for open and in-depth discussion with a diverse group of stakeholders who become very well-informed of our business operations.
- Build relationships and identify opportunities for partnership working.

Topics covered

- Government energy strategy, sustainability, network resilience, value for money, innovation and electric vehicles.

Example Outputs

- Innovation and Sustainable Business strategies developed and ratified.
- Political lobbying points agreed.
- Digital Willingness to Pay tool developed.
- EV blueprint proposal developed.
- 8 electric vehicle projects initiated.

NEW Stakeholder Conferences (SC)

Description

This year we introduced two new stakeholder conferences to enable a more diverse cross section of our stakeholders to engage with our CEO and whole executive team on some of the biggest energy challenges of the moment.

Participants

61 attendees from a wide range of backgrounds, including consumer interest groups, academia, business and enterprise.

Objectives

- Discuss mutual future challenges and invite challenge on our business strategies for today and the future.
- Influence our decision making and alignment with stakeholder priorities.
- Strengthen relationships and shape how we continue to engage.

Topics covered

- Consumer voice, local area energy planning, sustainability and electric vehicles.

Example Outputs

- 94% of attendees ranked Local Area Energy Planning at high or very high priority.
- 85% of attendees felt that SPEN should invest in the network today for future need.
- 94% of attendees felt it was important to establish a customer forum or constructive engagement model. This clear feedback is influencing our work on strengthening consumer voice.

Strengthening Consumer Voice

Description

We are strengthening and diversifying the consumer voice to legitimise future business plans. This year we kicked off our ED2 engagement.

Engagement

- Our Strategic Stakeholder Panel discussed value for money, the current regulatory model and pressures on network costs, providing feedback that we need to simplify information on costs, that there's a need for detailed engagement with stakeholders on value for money, and that there's a need to determine how to constructively engage current and future stakeholders in the debate.
- At our new stakeholder conferences we discussed the options for strengthening consumer voice. 94% of attendees felt it was important to establish a customer forum or constructive engagement model, with mixed views on the specific model.
- Several bilateral meetings with Citizens Advice encouraged us to challenge our approach to consumer engagement, and feedback from Ofgem agreed that future stakeholders are a key group who are currently underrepresented in UK DNO engagement.
- Domestic customer focus groups revealed insights on the level of detail they needed to be able to participate in engaging on network costs and value.

Outputs

- Created an infographic to show where the money goes in a simple, understandable way for a broad audience.
- Developed a Willingness to Pay online tool to let customers prioritise the 'flexible element' of the bill, over and above the essentials we require to deliver a safe and reliable electricity supply.
- Held our first Young Energy Force panel to enable future stakeholders to influence our priorities and plans.

NEW Willingness to Pay (WTP)

Our new intuitive Willingness to Pay online tool has enabled 999 diverse end consumers to reflect their needs and preferences by easily prioritising the flexible element of their bill, over and above the essentials required to deliver a safe and reliable electricity supply. It provides ongoing benchmarking information, legitimising our ED2 business plans and further enhancing the role of consumers in decision making.

- Consumers' top priority was to invest in innovation, to create a more efficient, sustainable electricity network with lower costs.
- Consumers wanted to spend on 'taking a role in tackling household energy efficiency'.
- Consumers chose not to reduce their bills – in Scotland they chose to maintain the same overall spend, while in England & Wales consumers were willing to marginally increase spend.

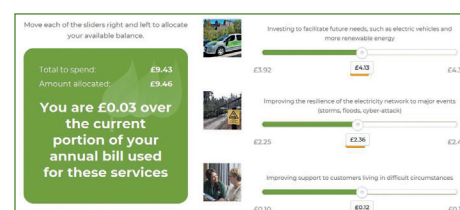
New Young Energy Force (YEF)

We hosted ten diverse future stakeholders to understand their expectations and priorities.

- Their top priority aligned with consumers - invest in innovation to create a more efficient and sustainable electricity network with lower costs.
- They championed social media as their preferred method of communication.
- 100% of Young Energy Force panel members would like to attend again.



100% of Young Energy Force panel members would like to attend again



Easy to use online interface enables domestic customers to prioritise the flexible element of their bill

Smart energy future

Our stakeholders told us they wanted us to continue our work building solutions for an open network, for decarbonisation and to lead the way with innovative future energy initiatives.



- ★ Best Practice/Innovative
- 📈 Increased/Replicated
- 👥 Partnership/Collaboration
- 📞 Hard to Reach
- 🏠 Outcomes
- ✅ Impacts

UK Energy Strategies

You said

Our Strategic Stakeholder Panel with Scottish Government and guests SGN carried out a whole-system review of strategy, which identified 14 challenges and 9 opportunities, leading to 4 key transformation action areas:

- **A focus on lobbying the UK Government to encourage a supportive context for developments to take place.**
- **A focus on innovation as a key vehicle for transformation.**
- **The need to encourage more partnerships, including demonstration projects and city regeneration.**
- **Focus on decarbonisation of transport as this is a key concern for stakeholders.**

Engagement with domestic customers and electricity suppliers identified that:

- **The efficient rollout of Smart Meters is key to enabling smart homes and improving customer confidence.**

The Welsh Government's 2016 strategy, the Scottish Government Future of Energy in Scotland strategy and the UK Government's recent Clean Growth Strategy, are all key drivers of innovation, decarbonisation, energy system flexibility and integration of systems. These strategies set out a vision to deliver clean, affordable and secure energy, with aims to:

- **Decarbonise and localise the production and use of energy.**
- **Focus on integrated approaches to heat, transport and power.**
- **Increase localised ownership and benefits.**
- **Cater for and protect those who are vulnerable.**

We Did

Political engagement

- 📞 Proactive roundtables, meetings and briefings with over 50 MPs, MSPs and AMs identified the needs of specific communities and demographics.
- 👥 Agreed 6 key lobbying points with stakeholders on the headline issue of electric vehicle rollout.
- 👥 Advocated for our stakeholders at over 50 industry working groups, including chairing a workstream on the highly influential Open Networks project.
- 👥 Advocated for our stakeholders in 68 responses to governmental calls for evidence and industry reports.
- 📞 Innovation newsletters provided to 206 in-area MSPs, MPs and AMs.

Innovation

- ★ Completely redeveloped our innovation strategy to better reflect the changing energy landscape and the innovation needed to drive energy systems transformation.
- 📞 Continued to build on our strong Open Innovation culture, which is enabling a wider range of innovators to create change.
- ★ Shared our industry leading approach for national benefit by leading the production of the first joint National Electricity Innovation Strategy (see Working Together joint submission for more information).

Developing partnerships

- 👥 Six smart partnerships to demonstrate integrated energy solutions.
- 👥 Engagement and partnership with Confederation of British Industry, Chambers of Commerce and Enterprise Zones and Partnerships across our areas of operation identified key drivers for participation in the energy market and business uptake of low carbon technologies.
- 👥 Engagement with all local cities on their Smart City plans.

Decarbonisation of transport

- ★ Following widespread engagement, produced detailed modelling of the impacts, costs and benefits of Electric Vehicle (EV) rollout scenarios on our networks and shared with 49 strategic stakeholders, wider community of 68 stakeholders, and a wide range of expert stakeholders including Scottish and Welsh Government and Transport Scotland, North Wales Trunk Roads Agency and a range of enterprise groups.

Efficient Smart Meter Rollout

- 👥 Engagement with energy suppliers, BEIS and customers to define the most efficient approach to delivering smart meters. This included bringing a delegation from BEIS to visit customers in a Glasgow tenement.
- ★ Development of proactive solutions to minimise cost and disruption for customers, delivering over £1.5k benefit to date, and potential for over £900k estimated UK benefit per year.

Outcomes and Impact

Political engagement

- 🏠 Stakeholder-supported lobbying points in four key consultations, influencing national energy policy for the benefit of all customers.
- 🏠 Stronger links with government and transport agencies, influencing national policy for the benefit of all customers and stakeholders.
- 🏠 Deeper understanding of local needs and issues, leading to targeted initiatives.

Innovation Strategy describes the wide ranging impact of revolutionising our Innovation strategy. ➔

Open Innovation describes the impact of our best practice approach to democratising innovation. ➔

Developing partnerships gives three examples of our smart partnership working to understand the opportunities and impacts of integrated energy, heat and transport solutions. ➔

Electric vehicles describes the impact of our leading work to understand the implications for EV rollout and develop a cohesive masterplan that leaves no-one behind. ➔

Smart Meter Rollout describes the impact of our industry leading work to reduce disruption and cost for customers. ➔

Zebedee cable device developed through Open Innovation removes 4.5k annual planned outages affecting thousands of customers and saves £100k per year.**



Accessible innovation strategy available in a variety of sustainable print and digital versions

828 proactive smart meter cutout changes delivered to date, amounting to £55k shared customer, supplier and DNO benefit.

EV projects with 8 council partners, including enabling rural EV for fuel poverty reduction and enabling electric bin lorries.

→ Innovation strategy

www.spenergynetworks.co.uk/innovation

Since we laid out our strategy, we have cemented our position as leaders in innovation, delivering more value for customers than any other DNO through 27 innovation projects with 42 partners to date.*

You said

With the energy landscape evolving at pace, our stakeholders wanted us to refresh our strategy to continue to lead the transformation of the energy system:

- **Focus on what's most important:**
 - Delivering value for customers
 - Providing network flexibility
 - Improving sustainability
- **Make the strategy accessible and explain the innovation process.**
- **Enable greater collaboration from a wider range of partners.**
- **Take a holistic view of challenges and opportunities.**
- **Take an agnostic view of technologies and solutions.**
- **Provide a clear plan for implementation with timelines.**

Engagement

- 3 workshops with over 60 academics identified 180 innovation challenges.
- 3 Executive Innovation Strategy board meetings & 3 Innovation Technology board meetings refined the challenge list to 70 key challenges.
- 20 survey respondents prioritised the challenges.
- 2 independently facilitated panels with 49 strategic stakeholders reviewed the draft strategy resulting in 8 major changes to the document, including refinement of challenges and priorities.

"Cheshire West and Chester Council has been involved with the SP Energy Networks Stakeholder workshops for a while now and we have been impressed by the way that SPEN have engaged and worked with a range of stakeholders on the development of this Innovation Strategy. This is an important strategy outlining the opportunities and challenges we all face as our energy system continues to develop and change to reflect technological advances and customer expectations"

Peter Bulmer, Energy and Carbon Reduction Officer, Qwest Services

We Did

In line with stakeholder aims, we revised our strategy to:

- ★ Increase focus on stakeholder aims of delivering value for customers, providing network flexibility and improving sustainability.
- 🔗 Broaden horizons to increase focus on innovating to protect the vulnerable and improve energy equity and social inclusion.
- ★ Align with our strategies for sustainability and energy market transformation.
- 🔗 Improve the accessibility of our strategy to enable a wider audience to understand and get involved.
- ★ Build on the Open Innovation approach and become technologically agnostic.

Outcomes and Impact

- 🏠 Customer value is maximised, their options for participating in the energy market are enhanced and innovations focus on long term sustainability.
- 🏠 An increased number and range of organisations can identify opportunities and co-create innovative solutions, bringing a wider range of approaches and technologies to the fore.
- 🏠 Customers benefit from faster and better low carbon solutions and enhanced environmental, social and economic outcomes.
- ✅ Open Innovation – Opened up the market to 5,000 more individuals and SMEs across 4 solver platforms to enable them to propose and deliver innovation solutions with potential national impact - £400k economic impact to local suppliers.
- ✅ Opened up innovation partnership opportunities to over 2,000 interested stakeholders, resulting in 46 submissions from a wide range of organisations. Submissions primarily focused around Big Data and Network Technology, accelerating the journey towards an open market for all, flexibility, and keeping costs down for customers in an increasingly electrically dependent society.
- 🔗 2 responding organisations are now major partners in our project to form a blueprint for EV facilitation and working with others to develop a range of projects.
- ✅ Developed a detailed innovation roadmap, laying out 56 stakeholder-identified challenges and technological enablers to deliver against three key outcomes: Delivering Value to Customers; Utility of the Future; and A Smarter Flexible Network.

→ Open innovation

www.spenergynetworks.co.uk/innovation

You said

- **Identify innovation challenges from a wider range of sources and open up your innovation process to a more diverse community of innovators.**

SPEN were the first DNO to adopt the principles of Open Innovation,

working with Scottish Enterprise, Strathclyde University and a varied cohort of 12 partner companies to develop a new culture of democratic innovation, enabling staff to think more innovatively, and to reach a much broader community of 'solvers'. In 2017, the project started to deliver some exciting results.

We Did

- 🔗 Worked in partnership with a group of 12 cohort members including NHS, councils, academia and other engineering organisations to define and test our approach to opening up innovation.
- ★ Applied significant resource to bring about a radical culture shift within our own company, enabling all staff to have a voice in innovation.
- ★ Worked with over 200 self-selected staff from frontline to director level to identify and shape a portfolio of innovation challenges.
- 🔗 Opened up 10 solver challenges to 5,000 individual and SME solvers, through 4 innovation communities.

Outcomes and Impact

- 🏠 Created a cultural shift in our business, with staff and stakeholders proactively participating in our commitment to innovation, and maintaining ownership through the process.
- 🏠 Shared innovation best practice will also benefit the clients of 12 cohort members including NHS, councils, academia and other engineering organisations.
- ✅ Placed four contracts, bringing £400k direct economic benefit to four small to medium enterprises and their local communities.
- ✅ Potential savings benefits from the 10 challenges amount to at least £480k.**
- ✅ Through the challenge process, and by benchmarking with the USA, developed Zebedee – an innovative device able to identify whether a cable is carrying high voltage or low voltage, or is dead. Currently at prototype stage, this device has the potential to reduce safety risk and remove the need for over 4.5k annual planned outages, reducing disruption for thousands of customers and saving over £100k per year.**

*This submission excludes outcomes from innovation funded through Ofgem incentive mechanisms.

**savings noted contribute to a reduction in customer bills.

→ Developing partnerships

You said

Work in partnership to develop and test integrated solutions, including smart demonstration projects and city regeneration.

• Glasgow Smart Street

Following on from the success of a previous collaborative project we have partnered with Glasgow City Council to be part of the European RUGGEDISED project. The representative city-centre 'model' street faces challenges from ageing infrastructure and fuel poverty, which the project aims to improve by integrating planned regeneration and development with smart city capabilities.

• Levenmouth Flexible Energy Systems Demonstration Facility

Levenmouth is in the top 5% most deprived areas in Scotland,

"Of all the networks, they're the most likely to collaborate. They're helpful, it's part of their culture. They're outward looking." **Stakeholder survey respondent**

with 27.8% in fuel poverty and 19.6% on low income. We worked with them to help develop a unique energy project, exploring an integrated approach to heat, power and transport, through a blend of 6 low carbon technologies to tackle fuel poverty.



• Ellesmere Port Heat Network

Ellesmere Port is one of the most deprived areas in England. We formed a partnership to investigate options to heat social housing using residual heat from local industry.



Expected annual bill reduction of £350 to £520 per average test area household.

We Did

Glasgow

-  Worked in close partnership with Glasgow City Council to develop a winning funding bid.
- ★ Supported feasibility studies to understand whether it's possible to connect the various interacting new technologies.
- ★ Shared best practice from our broad portfolio of state-of-the-art innovation projects, providing advice on integrating projects on the network, insights into smart thermal grids, EV charging infrastructure and Domestic Demand-Side Management (DSM).
- ★ Shared our detailed modelling work on EV charging impact.
-  Provided practical network design support.
- ★ Gathered lessons learned and shared learnings with partner project in Rotterdam.

Levenmouth




- ★ Shared our experience of active network management and demand side response to inform the project.
-  Shaped their plans to fit with the specific network characteristics of the area.
-  Enabled the project to gather stakeholder opinions from a Scotland-wide perspective through our strategic stakeholder panel.

Ellesmere Port

-  Formed partnership with Cheshire West and Chester Council, sharing our experience of district heating projects.

Outcomes and Impact

Glasgow

-  One of only 3 successful lighthouse cities, along with Rotterdam (Netherlands) and Umeå (Sweden) and three European follower cities.
-  Project feasibility stage completed successfully and implementation stage in progress.
-  Expected annual bill reduction of £350 to £520 per average test area household, which will lead to significant reductions in fuel poverty.

Levenmouth

-  Following this engagement, the Levenmouth project has now become a central partner in shaping our FUSION NIC innovation project, which is creating the UK's first intelligent local energy marketplace, across the whole of Northeast Fife.
-  Enabling potential customer savings in excess of £200m by 2050 and reduction in carbon emissions by over 3m tonnes.

Ellesmere Port

-  Funded and completed a joint feasibility study, opening up opportunities for widespread future benefit.

→ Smart Meter Rollout



For more information:
www.spenergynetworks.co.uk/pages/video_library.aspx?v=52

You said





- **Minimise disruption** – Customers don't expect to have three half day visits to change a single smart meter – one from the supplier, one from SPEN to change the cutout and a return visit from the supplier. We expect suppliers and DNOs to work together seamlessly.

The smart meter rollout is the responsibility of energy suppliers, but DNOs get involved when the cutout (the cable that brings electricity into the home) needs to be upgraded before a smart meter can be fitted.

We Did

-  Through engagement with the Big 6 Suppliers and meter operators (MOPs) and analysis of smart meter rollout data, we identified that some MOPs did not know how to fit smart meters where there was no cutout in the customer's premises. This could have led to over 4000 customers per year having to have three appointments to get their smart meter fitted, rather than only one.
-  Hosted representatives from The Department for Business, Energy and Industrial Strategy to explain the issue and visit customers in a tenement with no cutouts.
- ★ Continued as the only DNO carrying out proactive cutout changes – changing multiple dwellings at once when we recognise that all cutouts are of the same age and condition. This means that when the energy supplier comes to fit the smart meter, the cutout is ready, saving each customer a half day appointment.
- ★ We are the only DNO providing additional training materials to meter operators (MOPs) for the benefit of customers.
- ★ After research with MOPs and DNOs, we built a workshop at our training school to teach MOPs how to install a smart meter where there isn't an existing cutout. To date, over 50 operatives have been trained in this process, and other meter operators are now carrying out internal training using the same process.
- ★ Where a non-urgent issue is identified, we're trialling an approach that would enable MOPs to schedule an immediate appointment on the same day.

Outcomes and Impact

-  Lobbying other DNOs to take up our proactive intervention approach, which could deliver over £900k annual benefit if implemented across the UK. We have shared our approach and training materials with all other DNOs and MOPs.
-  National Skills Academy for Power have now approached us to utilise a version of our training video in national SMART metering training academies.
-  828 proactive cutout changes delivered to date, amounting to £55k shared customer, supplier and DNO benefit.
-  Training programme and materials to change smart meters without cutouts have removed the need for a potential 8000 half day appointments, amounting to an estimated £1.5m shared customer and supplier benefit to date.

£1.5m benefit delivered through innovative Smart Metering processes and training.

→ Electric Vehicles

www.spenergynetworks.co.uk/ev_trial

You said

- **Position** – SPEN needs to be at the heart of the discussion on EV charging rollout, and remain ahead of the curve by trying out EV solutions in its own business.
- **Timeline** – We need to be investing in the network now, and this needs to be supported by government/Ofgem funding or incentives.
- **Locations** – There is uncertainty about where EV charging infrastructure will be needed, and rollout is dependent upon availability of the required network capacity. There is a need for a coordinated approach, linking community and council aspirations with the EV industry and DNOs to maximise benefit and minimise the risk of stranded assets.
- **Funding** – Network investment for EV rollout falls broadly into two tiers – national and domestic infrastructure. It's as yet unclear how network reinforcement costs should be socialised, with suggestions ranging from house builders and home buyers to government subsidies, Ofgem, road tax, or a new income-linked tax.
- **Vulnerability** – There is a risk that vulnerable customers won't be able to benefit from the EV rollout as much as others, whilst still having to contribute through socialised costs, even accounting for potentially improved access through new ownership models.
- **Managed charging** – This should be implemented in a coordinated manner across the UK to minimise impact on peak demand and therefore network reinforcement. Key to this is an understanding of the demographics and behaviours of customers as rollout continues.
- **Information** – Customers need clear, easy to access information to help them get the most economical solution more quickly.
- **Businesses** – It's key to understand how businesses plan to approach the rollout, and for businesses to understand its potential impact upon them.

The challenge

- The move towards ultra-low emissions vehicles is the next big step towards carbon neutrality.
- With UK government banning new fossil fuel vehicles by 2040, Scottish Government's accelerated 2032 target, and with electric vehicles (EV) predicted to become cheaper than traditional vehicles by 2022, we can expect mass uptake of EV in the next decade.
- Electrifying transport requires sufficient network capacity, as an average domestic EV charger approximately doubles domestic consumption.
- Each of our network areas requires estimated investment of £300-£700m by 2032 and £1.7-£2.2bn by 2040 to enable 100% EV uptake – equivalent to £25 a year cost per customer. This reinforcement needs to be timely, situated in the right locations, and funded through a fair mechanism.

Engagement

- Intensive engagement with 78 organisations including Scottish and Welsh Government, Citizen's Advice Scotland, Bright Green Hydrogen, EA Technology, Energy Savings Trust, Local Partnerships Energy Agency, Cheshire Energy Hub, car manufacturers and 12 Councils.

We Did

- 🏠 **Position** – Created SPEN and Corporate EV working groups to understand the issues and develop a cohesive strategy for EV.
- ★ **Locations, Funding** – Produced detailed modelling of the impacts of EV rollout scenarios on our networks and shared with key stakeholders, including Scottish and Welsh Government, SEN and Transport Scotland to develop common understanding.
- 🏠 **Locations, Funding, Timeline** – Formed a partnership with EA Technology and Smarter Grid Solutions to collate learnings from existing EV charging point clusters across rural, gateway, urban and urban-rural mixed areas and produce a plan to develop a cohesive masterplan for further rollout.
- 🏠 **Position, Locations, Vulnerability** – Developed partnerships with 8 councils to understand urban on-street and on-route charging, semi-rural on-route, rural fuel poverty and urban industrial EV needs.
- 🏠 **Position** – created a partnership with Nissan to understand the impact of EV rollout across our business.
- 🏠 **Position, Funding, Timeline, Managed Charging, Vulnerability** – Agreed key lobbying points with stakeholders to ensure that we accurately represent the needs of our customers and network.
- 👥 **Vulnerability** – Invited Citizen's Advice Scotland to lead the discussion on vulnerability needs and impacts of EV uptake.
- 👥 **Businesses** – Carried out an EV survey through Business Insider Magazine to understand current business thinking and appetite. 196 respondents from 13 sectors and a broad range of company sizes, 73% believe businesses should take no more than ten years to update all their vehicles to EV and 74.65% respondents agree that investment in EV infrastructure is important or extremely important.
- 🏠 **Locations, Funding, Timeline, Businesses, Vulnerability** –
- ★ Took a leading role in the Cheshire Energy Hub, an ambitious whole-system approach scheme that is deploying strategic energy planning to deliver 20% lower energy costs, achieve low carbon targets, improve air quality and become a whole system approach demonstrator in an area that uses over 5% of the UK's energy, whilst stimulating innovation and investment and improving industry competition.
- ★ **Information** – Produced a new EV booklet and webpage.

Outcomes and Impact

- 🏠 16 working group actions completed to date, including benchmarking, scenario planning, identifying opportunities for innovations and partnerships, identifying the information needed by different audiences and ties with smart meter rollout.
- 🏠 Stronger links with government and transport agencies, influencing national policy for the benefit of all customers and stakeholders. Now holding regular bilateral meetings with Scottish Government to share our analysis and stakeholder feedback, influencing the overall strategy for Scotland.
- ✅ EV projects with 8 council partners, including enabling rural EV for fuel poverty reduction and enabling electric bin lorries.
- ✅ SPEN Fleet Trial – Five Nissan E-NV 200 SPEN electric vans are now on the road, loaned free of charge by Nissan.
- 🏠 In collaboration with stakeholders, developed and submitted a proposal to generate a blueprint on how a distribution licensed area can tie together the needs of a range of stakeholders with the capacity on the electricity networks, greatly improving the visibility of network capacity and accelerating the electrification of transport across the region.
- 🏠 Stakeholder-supported lobbying points in four key consultations, influencing national energy policy for the benefit of all customers.
- ✅ Now using CAS' seven consumer principles as a reference point in EV decision making.
- ✅ Over 180k business readers now have improved understanding of SPEN's role in the EV transition, how costs are socialised and the impact upon their businesses through a Financial Times exclusive and Business Insider Infotorial.
- ✅ Cheshire Energy Hub creates an exemplar business district, including power and transport, with UK wide application and of international significance, representing over £7bn private sector capital investment, around £2.3bn gross value added per year and 33k new jobs.

Delivering sustainable value

No other UK networks company plays a bigger role in the low carbon transition, and in enabling communities to benefit from their local energy resources.

Our focus is to deliver fast and efficient renewables connections and capacity to enable the economic transfer of renewable energy from and through our licence areas, whilst achieving neutral or positive environmental impacts. We are doing this whilst enabling the achievement of tough national and international targets aimed at curbing global temperature rises to a maximum of 2°C and helping communities to become more sustainable.

- ★ Best Practice/ Innovative
- 📈 Increased/ Replicated
- 👥 Partnership/ Collaboration
- 📞 Hard to Reach
- 🏠 Outcomes
- ✅ Impacts

"The Scottish Government is pleased that the Sustainability Stakeholder Working Group has been formed and that SPEN has set out their ambitions. We support the consideration given to social and economic sustainability as well as environmental sustainability in this Working Group and in the SPEN Sustainability Strategy. A focus for the Scottish Government is on maximising the social and economic benefits of energy, particularly in relation to local communities and community ownership, and we welcome collaboration on these aspects."

Member of the Sustainability Stakeholder Working Group.

For more information:
www.spenergynetworks.co.uk/sustainable_strategy_2018
www.spenergynetworks.co.uk/green_economy_fund

Sustainable business strategy

You said

- Develop a clear, bold vision for a sustainable future.
- Provide a comprehensive strategy and detailed plans.
- Remove barriers to sustainable practice and invite new and innovative collaboration.
- Help communities to maximise local benefit from local resources.
- Remove barriers to decarbonisation.
- Remove barriers to network connection.

Engagement

Intensive engagement with 104 impacted and expert organisations including WWF, Natural Resources Wales, Centre for Sustainable Practice and Living, Scottish Wildlife Trust and SEPA.

We Did

Placed sustainability at the core of what we do:

- ★ First DNO to produce a comprehensive sustainable business strategy, developed with stakeholders and released in September 2017:
 - Only electricity network operator to include a detailed vision statement, which crucially lays out the key indicators of a sustainable networks business.
 - New Approach section highlights the importance of collaboration, supply chain and innovation to share experience and resources.
 - Aligned with wider SPEN business goals for efficient renewables connections and delivery of additional network capacity.
 - Underpinned by a detailed implementation plan.
- ★ Realigned our Innovation strategy to place sustainability as a central aim.
- ★ Extended industry Environment Working Group to include Sustainability.
- ★ Shared best practice to encourage other DNOs to form their own sustainability strategies.
- 👥 Worked with our stakeholder groups to develop new external and internal funding mechanisms.

Outcomes and Impact

- 🏠 Accelerating the industry towards a comprehensive view of sustainability, leading to improved environmental, societal and economic benefits for all.
- 🏠 Industry first Vision has been welcomed by WWF and Scottish Wildlife Trust. Transparency and accountability gives customers and stakeholders comfort that we are purposefully moving towards a more sustainable future.
- 🏠 Customers benefit from the economic impact of a more diverse supply chain, stronger collaborative decision making, and the opportunity to participate in co-creating innovative solutions.
- 🏠 Our new internal fund empowers staff to deliver small changes with big impacts for their local communities.
- ✅ All other TOs and DNOs are using our learning and best practice in the development of their own strategies, saving them time and resource.

- ✅ Our new £15m Green Economy Fund supports projects that will bring real community benefit and economic growth and help those who are most vulnerable or living in fuel poverty.
- ✅ Our new sustainability collaboration fund is enabling focus on delivery of key sustainable objectives included in our strategy.

Local benefit from local resources describes how our sustainable business strategy is helping communities to benefit from local energy resources and shared experience. ↓

Removing barriers to decarbonisation describes how we've made it faster, easier and less expensive for smaller solar installations to get connected. →

Removing barriers to connection describes how we've made the connections process clearer and easier for smaller connections customers. →

→ Local benefit from local resources

For more information: www.spenergynetworks.co.uk/community

We targeted communities and councils to support change and accelerate benefit for them. You said

Community Energy Groups, Strategic Stakeholder Panels and Working Groups told us to:

- Help communities to develop energy solutions that let them benefit directly from energy produced in their area.
- Provide a link between communities to share knowledge and experience in developing successful projects.

We Did

Bethesda

- 👥 Worked in partnership with Energy Local to deliver the Bethesda Community Energy project by providing community engagement opportunities, leading on technical solutions and providing seed funding.
- ★ This unique project of national significance enables local households to benefit from reduced cost energy by adapting their usage to match the energy generated by their local hydro scheme.

Outcomes and Impact

Bethesda

- 🏠 Potential for far-reaching fuel poverty reduction benefits UK-wide
- ✅ 100 local homes now pay 7p/KWh for energy produced by their local 100kW hydro scheme – about half the average price for electricity in the UK – while the hydro scheme earns more by selling locally than under normal arrangements.
- ✅ Households retain the security of having a connection to the grid, but match their energy demand with local production, and in turn, reduce the need for expensive network reinforcement, keeping costs down.

We Did

Dolwyddelan

- Shaped this community energy scheme at an early stage by advising that replicating the Bethesda approach wouldn't work without some modification in this case. Provided technical support and co-created feasible grid connection options.

Active Network Management

- Building on our highly successful Accelerating Renewable Connections (ARC) project, brought together energy projects across the North and West of Wales to set up an Active Network Management zone, which complements our corresponding zones in the Scottish Borders and Dumfries and Galloway.
- The zone makes novel commercial and network arrangements that will enable

all projects to generate, whilst freeing up enough network capacity for the energy to be exported.

Flintshire Council Network

- We worked with them to enable Flintshire Council to maximise local benefit from electricity generation at its sites.

Anglesey Energy Island

- As long standing members of Anglesey Enterprise Zone and Energy Island boards, we co-created solutions to enable the varied generation sites on the island, most recently upgrading Caergeillio grid to enable a world first connection of 13.5MW of tidal generation.
- Shared the learnings from other Community Energy projects with members of the Anglesey community.

Outcomes and Impact

£4.9m saved

Dolwyddelan

- We proposed an altered scheme that would seek to introduce greater local uptake of EV and heat pumps to help to balance demand and generation, reducing connection costs for the community by up to £4.9m and significantly reducing time to connect.

Active Network Management

- 8 additional community energy projects will benefit from earlier and less expensive flexible connections in our new North Wales Active Network Management Zone.

Flintshire Council Network

- Identified 6 sites where offsetting energy generation with local demand will enable faster, less expensive connection.

Anglesey Energy Island

- Several Anglesey Communities have now expressed interest in forming partnerships with us to develop energy projects to benefit from local power resource.

→ Removing barriers to decarbonisation

You said: Through engagement with the Chair of the Solar Trade Association, we worked with members to remove barriers to make the connection process faster, easier and less expensive for smaller solar installations to get connected. They gave us 7 projects to use as case studies. They told us:

- Some rooftop solar panel installations become unfeasible due to the costs involved with the Statement of Works process and 33kV fault level issues.

- Explore options to relax or remove these requirements for smaller installations, where their impact upon the network is minimal.
- Inverter connected technologies under 200KVA represent 80% of all solar grid connection applications over 16A per phase.
- With the government likely to introduce solar capability into building regulations, barriers to solar deployment will increasingly be seen as barriers to development and economic growth.

"This is a breakthrough for solar in much of Scotland and it goes a long way towards removing one of several barriers to Scotland realising its solar potential. We're grateful to SP Energy Networks for engaging with our members and for looking carefully at the evidence. As a result of SPEN taking a sensible approach to rooftop schemes, businesses and housing developers in Scotland will find it easier and cheaper to go solar."

Chris Clark, Chair, STA Scotland

We Did

We worked in partnership with STA to find solutions, which we then presented to their membership:

- Identified two key barriers to smaller installations – the £8k cost of completing the statement of works process, and the impact of connections on 33kV fault level issues, which would mean that even small connections could sometimes require costly network reinforcement.
- Removed the requirement to undergo the statement of works process for inverter connected technologies under 200kVA (such as smaller scale solar panels or batteries).
- Agreed to trial a process whereby connections of this type under 200kVA will no longer be liable for reinforcement costs due to fault level requirements.

Outcomes and Impact

- Businesses and home owners now benefit from faster, easier and cheaper installation of solar panels, and many projects which before would have not been viable are now viable.
- One solar consultancy estimates these changes will enable them to install an average 2.75MW more per year, delivering economic growth of around £2.75m per year to one business alone, further creating jobs in this field.
- This represents massive UK-wide benefit when multiplied across 168 Solar Trade Association members and the many housing and business developments who will be able to reduce their carbon footprint and energy costs as a result.

This engagement also features in our annual ICE submission, and is included here as an example of engagement outputs above and beyond specific ICE plan actions.

→ Removing barriers to connection

You said: In 26 interviews and monthly customer surveys with recent connections customers you said:

- Process** – the process is complex, we need more support and explanation.
- Accuracy** – we need accurate, understandable quotes.

- Communication** – we need proactive contact from you.
- Speed** – the process takes too long to complete.
- Information** – we want a clear overview of the connections process and likely timeframes.

For more information:
www.spenergynetworks.co.uk/connection_type

- Identified 32 actions relating to the connections design process, over half are completed to date.
- Held a workshop to simplify the end-to-end connections process, identifying 70 initiatives.

We Did

- Completely restructured and simplified our 'Getting Connected' web pages and applications process.
- Created a connections scorecard and KPI report to drive excellence and consistency, and created a business change resource to devise and deliver process improvements.

Outcomes and Impact

- Self-serve web views increased by 98% and the accuracy of getting to the right page first time has improved by 8% since website restructure.
- 100% of customers are now contacted pre and post Quote & electrical completion to confirm satisfaction.

- Simplified end-to-end process has led to an increase in connections Customer Service Scores from 8.25 to 8.51 for SPD and 8.38 to 8.49 for SPM.
- More consistency has led to significant improvement in survey feedback comments on ease of process, quality of correspondence and clarity of quotes.

Safe, reliable services for all

We are nothing without the trust and confidence of our customers and our stakeholders.

Dependable, safe electrical supply is a basic need in today's world and we provide a critical service. For that reason, we work with our customers and partners to understand their needs so we can provide just this. We pride ourselves on delivering a safe, flexible service, built to respond to community needs.

- ★ Best Practice/Innovative
- 📈 Increased/Replicated
- 👥 Partnership/Collaboration
- 📌 Hard to Reach
- 🏠 Outcomes
- ✅ Impacts

Rich safety data – how we use data to target safety education resources. ↓

Children's safety education – our exciting and attention-grabbing approach to delivering safety messages to children. ↓

Community partnerships
Rugby – the expansion of our successful rugby partnerships, bringing safety and awareness messages to hard to reach communities. ↓

Rural communities – how we work in partnership with the rural community to reduce safety incidents. ↓

Local area energy planning – how we collaborate to plan investment for local economic impact. →

Reducing network disruption – how we understand the needs of a community and look after their interests before, during, and after planned work. →

→ Rich Safety Data

We aim to lead the industry for public safety and strive towards our goal of zero incidents. Rich safety data is enabling us to target activity.

You said

Customers and staff told us:

- **Priority** – Safety is the number 1 priority.
- **Resource** – Schools ask for more safety education than we can resource. You told us we should work smarter to support this demand and extend our reach by collaborating and partnering with others.
- **Detailed Data** – Staff told us that if they had more data on frequency, location and type of public safety incident, they could target more effectively and cut back on incidents even further.

We Did

- ★ We already had high level safety data, so we worked to break that down into information that would be useful at a local level.
- ★ Data showed that 72% of incidents happened in three areas: farms and fields, domestic premises and highways.

👥 Extended and created partnerships with stakeholders to focus in these areas, developing projects in: educating children on electrical safety, safety awareness throughout rural and farming communities and reaching communities in high density areas to address domestic premises and public highways.

Outcomes and Impact

- ✅ Our focus has delivered:
 - 23% reduction in total public safety incidents.
 - 13% reduction in farm and field incidents.
 - 6% reduction in incidents within domestic dwellings.
 - 31% reduction in public highway incidents.
- ★ First DNO to gather this detailed level of data – approach shared with other UK operators.

→ Children's safety education

For more information:
www.safetycentral.org.uk/

You said

- **Be exciting and attention-grabbing in schools.**
- **Address dangers surrounding metal theft.**
- **Scale and replicate the success of safety education centres.**

"Such is SP Energy Networks' commitment to public safety, they were keen to work with us from the moment we met at a national safety centre event four years ago. Since then, they've given us a terrific amount of support; from providing educational resources and helping us plan lessons, to installing a simulated substation and fallen power line in our indoor street-scene as a focus for our electricity safety sessions."

Mark Shone, Centre Manager, Safety Central, Cheshire Fire & Rescue Service

We Did

- ★ Created a hard hitting immersive drama project, High Voltage, for young people.
- 👥 With Cheshire Fire and Rescue Service we developed Safety Central – a state-of-the-art interactive education centre. We installed a life-size substation and overhead cables and funded the Rangers Academy to facilitate training.
- 📈 Continued to support two further safety education centres in Scotland and England – Dangerpoint and The Risk Factory.
- 📈 Refreshed our 'Powerwise' electricity safety schools competition and social media campaign.

Outcomes and Impact

- ✅ High Voltage – Pilot project reached 268 school pupils. 96% of attendees now recognise signage, 93% now understand dangers of electricity equipment and 90% would recommend.
- ✅ Safety Central – 3,958 people have now visited from around 100 schools. Lifeskills knowledge increases from 52% to 96%.
- ✅ Dangerpoint and The Risk Factory – 15,915 more school children are now aware of the dangers of electricity.
- ✅ 'Powerwise' – Schools have received 3,000 competition packs aimed at educating children on the dangers of electricity and 144,854 viewers have been made aware via social media.

→ Community partnerships

For more information:
www.spenergynetworks.co.uk/spen_warriors
www.spenergynetworks.co.uk/first_year_rgc_wru

You said

- **Extend your reach beyond your own resources, collaborate, innovate and make it exciting and reach more schools, families and hard to reach communities with safety, STEM and careers messages.**
- **Help rural communities, including farmers, be safe around overhead power lines – something our own data also highlighted as an area to address.**

"Our partnership with SP Energy Networks is invaluable for our members, providing life-saving information as well as details about their services, career opportunities, health and safety awareness and increased engagement with their team. It's great to know that this national company is so keen to get involved in small communities and cares about protecting young farmers."

Suzie Dunn, Scottish Association of Young Farmers Clubs National Chairman

We Did

Rugby

- Extended our work with Welsh Rugby partnership into Scotland, set up a community partnership with Glasgow Warriors to deliver messaging targeting high density areas.
- Created a championship targeting schools in vulnerable areas.
- Created suite of self-service safety videos for schools and social media featuring celebrities and involving local children

Rural

- Strengthened our partnership with the Scottish Association of Young Farmers Clubs (SAYFC), delivering key messages including what to do in the event of contact with an overhead line and raising awareness of employment opportunities, including apprenticeships and graduate schemes.
- Supported 6 SAYFC events, including Farm Safety Week, attendance at the Royal Highland Show, presenting at the Rural and Agricultural Show and social media activity. At all of these events we promoted our safety messages.

Developing the young workforce

- 'Teach the Teacher' STEM training to grow network – collaboration with rugby and engineering elements of STEM to encourage uptake of STEM subjects and careers.
- Using existing partnerships to develop innovative skills solutions.
- Business in the Community Wales – brought 15 local businesses together to discuss unemployment and help young adults into work.

Outcomes and Impact

3 lives saved

Rugby

- Now directly reaching a new audience of 24K people and families with messaging in North Wales and 37k in Glasgow.
- Extending out to other networks – Warriors Business Club event to discuss resilience with 50 local businesses.
- Schools championships – 1,000 children in 25 Scottish schools.
- Schools festivals – 1500 children in Wales receive a special safety message every season.
- Safety incidents in Glasgow District reduced by 22% and in North Wales by 11% in a year.

Rural

- Building on last year's 46% reduction, a further 13% reduction in total incidents reported on fields and farms in our areas of operation.
- SPEN's safety presentation to the Rural and Agricultural conference has reached 3,500 young farmers and 80 Scottish clubs.
- Three lives saved when farmers knew what to do as a result of our rural partnerships.

Developing the young workforce

- 46 teachers and careers advisers trained and provided with STEM materials, potential to reach over 4000 school pupils, now scaling to make training available to 240 teachers annually.
- Developing a joint apprenticeship with RGC outreach officers and SPEN engagement team to skill up STEM professionals of the future. This partnership will make this area of work appealing to a whole new audience of young people.
- 20 young adults gained CV and interview experience, one has since been supported by SPEN into employment.

→ Local area energy planning

Local authorities and utilities highlighted that, often, the planning and constructing upgrades can be fragmented.

You said

- Take a partnership approach to align network upgrades with local development ambitions and make the whole process smoother.

We Did

- Developed the South Lanarkshire Infrastructure Coordination Group, bringing together key local authority contacts and utilities to make the process of agreeing and carrying out infrastructure investment simpler, faster and cheaper for all parties.
- Developed the Edinburgh Infrastructure Breakfast, bringing together a panel made up of transport, communications, energy and water utilities.
- Worked in partnership with Deeside Enterprise Zone to create a long term network development plan, reducing costs by integrating several phases of work.
- Worked in partnership with Wirral MBC to create a detailed development plan out to 2050.

Outcomes and Impact

Lanarkshire – Strathaven

- Agreed a new out of town substation site to combine with planned housing development.
- 2-3 months less disruption to the community and reduced safety risk as construction will now be outside the town centre.
- New location enabled £200k cost saving for customers*

Edinburgh

- Hosted 65 interested parties to discuss infrastructure development in a coordinated way.

Deeside

- 17% reduction in the cost and considerably reduced potential timelines for future development phases.

Wirral

- Identified top 100 best new housing locations to build first where capacity is available, reduce connection times and costs, enabling Wirral 2050 plan.
- Brought forward our investment to support a high importance council development.

→ Reducing Customer Disruption

You said

Planned power cuts and traffic diversions are sometimes necessary as we keep our services maintained and updated. Customers told us they want:

- Door to door contact, followed by email or social media updates.

- To know what network improvement work is happening, when it will happen, and why.
- Sufficient information to be able to plan for power cuts.
- To know how to protect their electrical equipment, and know when the power comes back on.
- Us to keep disruption to a minimum, and they need to be able to contact us for more information if they need it.

We Did

- Extended our pre-vetting process, where local staff visit the affected community before planned work is carried out to meet customers, determine likely disruption, identify vulnerability needs and confirm customer data.
- We have now rolled out this process across all our areas of operation, providing a digital tool to ensure consistency.

Outcomes and Impact

- 946 Customer Updates received in the first month of the new tool going live – ensuring that we have the most up-to-date customer information.
- Increased PSR uptake, enabling customers to benefit from tailored support, including generator deployment during outages.
- Improved customer data, enabling customers to benefit from outage updates via text message.
- 9.45/10 Customer Satisfaction for the 600 projects in our pilot.

*savings noted contribute to a reduction in customer bills.



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