

the So



Existing network in O...

Outcomes and Outputs



1 Welcome



As the new Customer and Community Manager of SHE Transmission, effective customer and stakeholder engagement is the most crucial aspect of my job. Whilst it is an increasingly important aspect of the industry in which we operate, in particular the need to evidence and demonstrate the effectiveness of our stakeholder engagement activities in determining what we do and how we do it.

We have always worked hard to maintain good working relationships with our customers and stakeholders, built on openness, trust and respect. Talking, listening and sharing information is at the core of how we operate. It is something all at SHE Transmission passionately believe in.

In this year's submission, we demonstrate this by focusing on three case studies – Orkney Link Project, Future Energy Scenarios and Our Future Approach to Engagement. These case studies demonstrate our strong commitment to engagement and highlight that we are prepared to challenge and adapt our own working practices and procedures to ensure we meet the requirements of our customers and stakeholders. I see first-hand, daily, the desire and commitment of all staff to ensure that we are viewed as a company that is recognised for its commitment to effective and meaningful stakeholder engagement.

As well as the direct engagement we have with our customers and stakeholders, we continue to build on the role of independent external panels supported by appropriate internal structures. The governance we have established to oversee our customer and stakeholder engagement activities will ensure that we continue to meet and respond to the needs and expectations of our customers and stakeholders in the years ahead as we ramp up our engagement, becoming more visible and accessible to customers and stakeholders as a result.

The progress we continue to make as we move to a largely decarbonised energy system would not have been possible without placing our customers and stakeholders at the heart of everything we do. Put simply, we would not have achieved a fraction of what we have delivered without the support and involvement of our customers and stakeholders, whether that is the renewable developers who we have worked closely with to provide their connections; to the communities in which we work, live and operate who have helped shape and influence the development and delivery of our large capital investment projects.

This dedication to meet the needs and expectations of our customers and stakeholders will continue to be at the forefront of all we do as we maintain the successful delivery of our large capital investment projects throughout the remainder of this price control, and as we ensure the views, needs and expectations of our customers and stakeholders are central to the development of our future business plan commitments.

Alec Morrison
Customer and Community Manager, Scottish Hydro Electric Transmission

Over the last couple of years, SSEN has become much more forward looking and willing to engage effectively with external stakeholders. The Panel allows for focused engagement, at a senior and strategic level, with the active participation of a relevant group of external experts that are connected to the Senior Executive level within SSEN.

Norrie Kerr
Director, Energy Action Scotland,
and member of the SSEN Stakeholder Advisory Panel

Front cover image: Orkney Link Project public consultation event in Harray Hall.

2017 Stakeholder Satisfaction Survey



Survey based on a sample of
158 customers and stakeholders



8/10

stakeholder satisfaction
score (SMR survey)



61%

regarded their relationship
with SHE Transmission as
being akin to a partner/
friend/colleague

87%



preferred to be kept
up to date at least
monthly



94%

said that personal contact
(i.e. face-to-face meetings or
phone calls) was their preferred
format for receiving updates



98%

were satisfied with how
SHE Transmission handles
communications

1 Welcome

Customer and Stakeholder Engagement Activity



Over 1,500

customers and stakeholders
representing 550 individual
organisations



88% of staff

have contact with external
customers and stakeholders



71%

were daily/weekly engagements



60%

carried out either face-to-face
or via telephone

Face-to-face

Bi-lateral Meetings



In excess of
300
meetings per
annum, a mix of
formal and ad-hoc

Community Liaison Events

Over the last 12
months we have held
+60 events
across the north
of Scotland



Website



110,000
page views in 2017/18

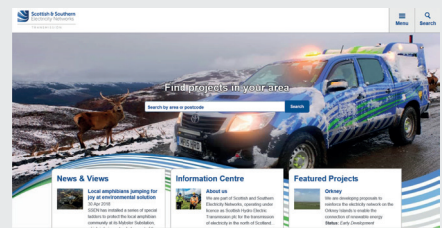


25-44
(50%) most popular
age bracket



81%
of users based
in the UK

73,000
New Users and
37,000
Returning Users



46 transmission
related stories
posted in 2017/18

Videos with text
(the shorter the better)
proved the most popular



75,000
"Like, Comment, Share"
from 540,000 hits

Consultations, Workshops and Industry Groups



+70 SSEN and/or
SHE Transmission events
or attendance at 3rd
Party events (e.g. NGET
Customer Seminars)



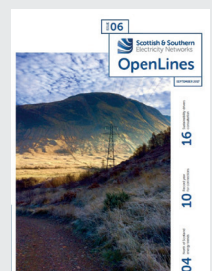
1,500 retweets



22
stories

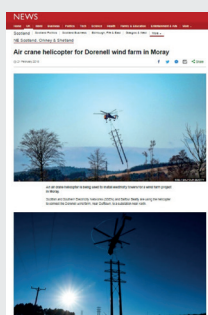
Open Lines

Newsletter issued
via email to
450
customers and
stakeholders



Press Releases

60 press
releases
over the last 12 months



'Flying in to the pole position'

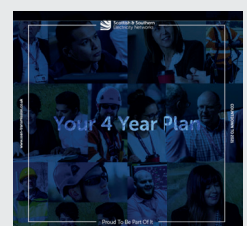
Publications



Annual
Performance
report



Environmental
Discretionary
Reward



Prepared a
"Four Year Plan"
to inform staff
(our Ambassadors)
of our future
business plans

Our current approach to engagement

As outlined in Part 1, our customer and stakeholder engagement strategy is aligned to the AA1000 Stakeholder Engagement Standard, designed to deliver on the commitments we made to our customers, stakeholders and Ofgem in our RIIO-T1 Business Plan.

Recognising the rate of change in the energy industry, we regularly re-validate our priorities with our customers and stakeholders so that we are focusing on the most important issues and improving engagement outcomes year-on-year. During 2017/18 we have undertaken a review of our customer and stakeholder engagement purpose, strategy and associated business key performance indicators (KPIs). This work is discussed in more detail in Case Study 3 on page 7 of this submission.

It is critical that customer and stakeholder thoughts and insights are fed back into the relevant area(s) of the business, including the SSEPD Board. We do this through robust reporting and management, allowing for effective change.



Customer and stakeholder input

Although we operate within an eight-year price control, with clearly defined outputs and objectives, the electricity industry is evolving at arguably an unprecedented rate. We need to understand the drivers for change and be ready to respond in a manner that meets our customers' and stakeholders' expectations and day-to-day requirements. Set out on the right is a selection of the 2017/18 engagement activities. These mainly relate to project development and construction activities (e.g. community liaison and consenting), but also include work in relation to our sustainability strategy, safety and attendance at conferences and industry forums.

In the succeeding sections, we focus on three case studies in more detail:

- Orkney Link Project;
- Future Energy Scenarios; and
- Our future approach to engagement

Selected activities from 2017/18 programme of engagement

April

- Portfolio review meeting with the Scottish Government Energy Consents Unit
- Community liaison activities in Fort Augustus
- Stakeholder Advisory Panel

May

- All Energy Exhibition and Conference
- ENA Steering group
- Staff Advisory Panel

June

- Supplier Steering group meeting
- Community liaison activities in Fort Augustus and Tomatin
- Topic specific liaison meetings with Statutory bodies
- NOMS Transmission Owners Meetings
- Contractor Safety Forums – overhead lines, substations and underground cables

July

- Public consultation event in Fort Augustus
- NOMS Transmission Owners Meetings

August

- Stakeholder Advisory Panel meeting
- Portfolio review meeting with the Scottish Government Energy Consents Unit
- North regional Statutory Authority liaison meeting
- Community liaison activities in Fort Augustus, Tomatin and Laggan
- NOMS Transmission Owners Meetings

September

- Staff Advisory Panel
- Community liaison activities in Blackhilllock, Inveraray, Crossaig and Dornell
- Ofgem RIIO-T2 Events
- Open Lines – SSEN's stakeholder newsletter
- Supplier Steering Group meeting
- Contractor Safety Forums – overhead lines, substations and underground cables

October

- National Grid Connections Seminar
- National Grid Electricity Seminar
- Flexible Networks – Storage and DSR Conference
- Stakeholder site visit to Fort Augustus
- Community liaison activities in Tomatin, Farr, Inveraray and Crossaig
- ENA Steering Group meeting
- Ofgem RIIO-T2 events
- NOMS Transmission Owners Meetings

November

- TO Connections working group
- TO Stakeholder Engagement working group
- Community liaison activities in Fort Augustus, Skye, Inveraray, Crossaig, Dornell and Fyish
- Argyll and Bute Renewable Alliance (ABRA) Meeting
- VISTA Stakeholder Advisory Group
- DSO Transmission stakeholder event
- Joint Planning Committee Steering Group
- Stakeholder Advisory Panel
- Orkney Consultation Events

December

- Supplier Steering group meetings
- Community liaison activities in Farr, Lairg and Tomatin
- ENA Steering Group meeting
- Contractor Safety Forums – overhead lines, substations and underground cables
- Scottish Infrastructure Circular Economy Forum

January

- Community liaison activities in Beaulie, Dalmally, Farr and Fort Augustus
- Ofgem RIIO-T2 Events
- VISTA Project – Three Lochs Way Workshop
- Portfolio review meeting with the Scottish Government Energy Consents Unit
- NOMS Transmission Owners Meetings

February

- Community liaison activities in Beaulie, Lairg, Farr, Shetland and Fort Augustus
- Eastern Statutory Authorities Liaison Meeting
- BEIS Stakeholder Engagement event
- WPD Stakeholder Engagement event
- Meetings with local government and MPs in Shetland and Highland areas
- NOMS Transmission Owners Meetings.
- Chartered Institute of Ecological and Environmental Management Working Group
- Joint Planning Committee Steering Group
- Alternative Approach Workshops Glasgow and Orkney

March

- Stakeholder Advisory Panel
- Community liaison activities in Caithness, Argyll, Dornell, Fort Augustus and the Western Isles
- Fort Augustus – Skye Alignment meeting with the Scottish Government Energy Consents Unit
- Supplier Steering group meeting
- Stakeholder Engagement Event
- Future Scenario Workshops Glasgow and Inverness

4 Outcomes

Case Study 1: Orkney Link Project

Innovative Approach to achieve customers' connections

The Orkney archipelago located off the north of the Scottish mainland currently has no transmission infrastructure and is served by a 33kV network owned and operated by Scottish Hydro Electric Power Distribution (SHEPD).

Orkney is a location rich in renewable resource and has long been established as a suitable location for development of wind and marine generation. However, barriers to achieving grid connection have prevented customers and stakeholders from harnessing this potential. SHE Transmission listened and worked with local customers and stakeholders to identify the barriers and develop innovative solutions to support the investment case.



1 You said: Provide grid access to a clear, credible timescale; April 2021 at the earliest.

We did: The existing electricity network on Orkney is at full capacity and no new generation can connect without significant network reinforcement. To overcome this constraint, SHE Transmission is proposing to establish a 220MW 220kV transmission link that will connect Orkney to the grid network on the Scottish mainland (the 'Orkney Link Project').



2 You said: We need to consider both transmission and distribution together so any potential unintended consequences are avoided.

We did: SHE Transmission worked with colleagues in SHE Power Distribution to develop a 'whole system' solution.

3 You said: We want to be involved in finding the right solution for Orkney.

We did: Due to the unique nature of the Orkney Link Project and the long-term interest of, and impact on, the Orkney community we recognise the stakeholder engagement as being key to the success of the project's development and delivery. Following a re-evaluation of our stakeholder engagement plan and strategy for the Orkney Link Project we adopted a phased approach (illustrated below) as the project develops to ensure all relevant stakeholders are kept informed and feedback is gathered and acted upon throughout the development of the project. Our objective in adopting this approach is to ensure that we understand our customer and stakeholder needs throughout the lifecycle of the project.

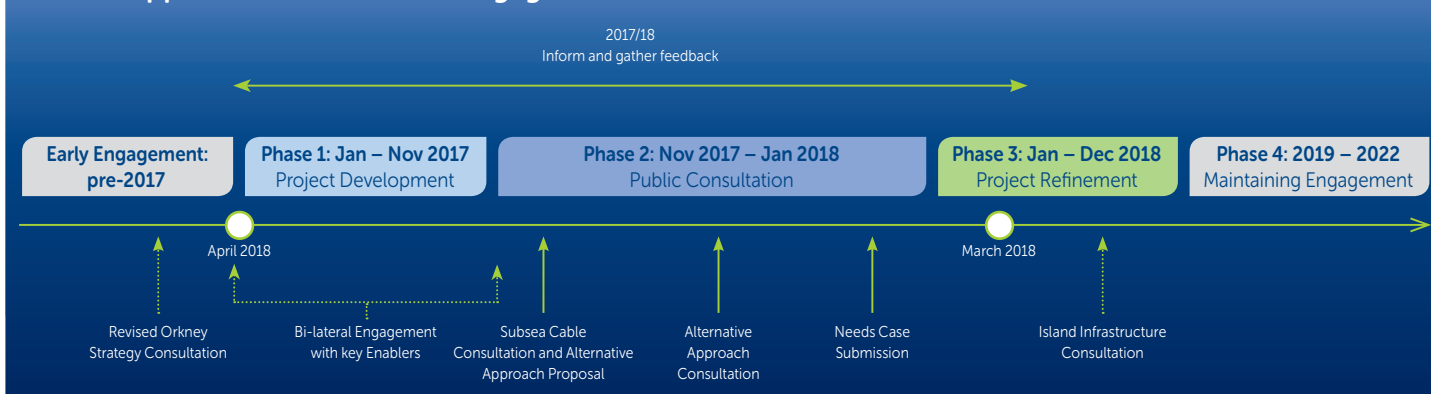
In addition, we have also established a Community Liaison Group (CLG) whose membership includes representatives from across the Orkney mainland. The CLG will act as a focus group for the local community on matters relating to the development and construction of our proposed infrastructure reinforcement project.

During 2017/18 we undertook 11 engagement activities relating to the Orkney Link Project. These events involved a wide range of stakeholders, and a mix of formats. For example, on 22nd – 24th November 2017 we held three public consultation events in Stromness, Finstown and Kirkwall; 102 members of the public attended over the three days.



During 2017/18 we undertook **11 engagement activities** relating to the Orkney Link Project

Phased Approach to Stakeholder Engagement



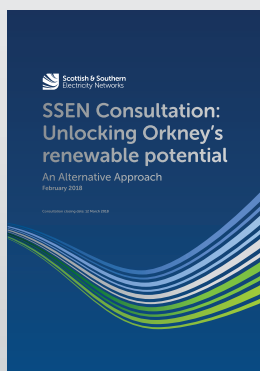
4 Outcomes

4 You said: To strengthen the business case for investment, allocate capacity to parties who are ready, able and willing to connect.

We did: To get a better understanding of the challenges of connecting renewable generation on Orkney we undertook an extensive piece of engagement with stakeholders. Through this engagement, stakeholders indicated that there is currently no opportunity for connection on Orkney; and it is unlikely that many, if any, projects will progress to completion on time to connect in October 2022 unless there are changes to the current arrangements. This feedback has led to the development of the Alternative Approach.

The current industry model for transmission connection, essentially 'first to contract, first in the queue', means that one large project can sterilise capacity (resulting in under-utilised assets) and prevent others ready to connect but further down the queue from connecting. To address this, we are proposing an alternative approach that will ensure the full capacity made available by the proposed transmission reinforcement is fully utilised by those who are ready irrespective of their current queue position. This will allow developers who are ready to connect to progress their projects quicker and ensure the capacity made available by the reinforcement is fully utilised in a timely manner.

The Alternative Approach has been driven by listening to our stakeholders to create an opportunity for connection. We are currently consulting stakeholders regarding the development, framework and principles of the Alternative Approach. This includes a formal consultation, consultation events and bi-laterals with contracted developers. Following review of the stakeholder feedback, we plan to consult again in summer 2018 on the detail of the Alternative Approach before seeking any necessary approvals from Ofgem. The proposed start date for the trial is January 2019.

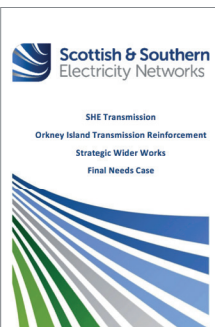


During 2017/18 we undertook 15 engagement activities relating to the Alternative Approach

These events involved a wide range of stakeholders (as set out above) and format. For example, on 14th – 16th February 2018 we held three workshops in Kirkwall and Glasgow; 47 invited members of the develop community attend over the three days.

5 You said: The submission of a funding application to industry regulator Ofgem for the Orkney Link Project would provide considerable certainty to project investors.

In March 2018, with support from the Orkney community, SHE Transmission submitted a funding application ('Needs Case') to industry regulator Ofgem for the Orkney Link Project, including the Alternative Approach to capacity allocation. We are anticipating a decision from Ofgem within the next 8 – 12 months.



Principal customers and stakeholders

-  Industry
-  Developers
-  Political representatives and Government bodies
-  Media
-  Community/local residents
-  Statutory consultees



Orkney Link Project public consultation event in Stromness.

*It's good. It's proactive.
Fabulous to see it
moving on.*

Renewable Developer

*I can see it working
well as long as there is
strong communication
and coordination
among everyone.*

Orkney stakeholder

4 Outcomes

Case Study 2: Future Energy Scenarios

A network plan for the north of Scotland customer

As we begin planning for our next price control period, RIIO-T2, which will begin in 2021, we are mindful of significant uncertainty on some aspects of the future of energy (such as policy, technology, consumer and industry habits) which will influence what network developments are required. Effective planning and preparation will be vital to enable us to meet customers' needs in a timely manner. SHE Transmission's approach is to build a regional picture (as opposed to the national scenarios prepared by the GB System Operator) of the range of possible scenarios based on feedback from our key customers and stakeholders and their ambitions for the future.

Historically, the GB System Operator has experienced difficulty in engaging with key regional influencers including Local Authorities, community and local energy groups, and regional developers. This became a focus for our own customer and stakeholder engagement activities, in addition to our traditional network users. Our stakeholders were classified by interest, influence, and the impact that future developments could have on them; the following groups (on the right) were identified as the key stakeholders for Scenarios engagement.

Principal customers and stakeholders

-  Governments and local authorities
-  Community Energy Groups
-  Developers
-  Network operators
-  Future customers

There were four stages in our Scenarios engagement approach in 2017/18:

1 Targeted interviews to confirm the need for localised scenarios, identify issues affecting customers and stakeholders and agree best methods for future engagement.



2 Broad, public consultations on identified areas of uncertainty with a regional element. SHE Transmission consulted on five papers:

- North of Scotland Energy Trends
- North of Scotland Onshore Wind Repowering
- North of Scotland Electric Vehicles
- North of Scotland Energy Efficiency and Heat
- North of Scotland Generation and Storage



3 Reviewing consultation findings (including range of potential outcomes) and proposed scenario development methodology with targeted customers and stakeholders.



4 Publication of a 'North of Scotland Future Energy Scenarios' summary paper in summer 2018. This paper will include a summary of the feedback received through the earlier engagement, how this feedback has influenced the scenario development, and the results of this – the scenarios themselves.



I very much appreciated the opportunity to take part in the Future Energy Scenarios workshop.

Argyll and Bute Council

Good to see SSEN consulting on this vital segment of the future energy system (The future of Energy Efficiency and Heat and Preparing our network for Electric Vehicles).

Energy UK



We engaged with
Circa 150
customers and stakeholders

How did we engage with them?



Working papers and blog articles published on website



Via local press articles and energy industry insight reports



Direct emails



Face-to-face and telephone interviews



Workshops in Glasgow and Inverness

Throughout the consultation period customers and stakeholders were encouraged to respond via an online feedback form or directly via telephone or email.

These findings are being used to develop the scenario ranges that will be used in the North of Scotland Future Energy Scenarios that we will use as the basis for our Load Related Expenditure plans and uncertainty mechanisms for the RIIO-T2 price control.

They will also inform our view on what outputs and incentives will be required to promote the needs of our customers and stakeholders.

Throughout the process customers and stakeholders were invited to agree or challenge the treatment of the feedback and the resulting scenario proposals. These confirmations and challenges were used in the refinement of the methodology and scenarios assumptions.



Case Study 3: Our future approach to engagement

A growing voice for customers and stakeholders



SHE Transmission engagement event in Glasgow.

Over the last five to ten years, our business has been heavily focused on the delivery of large capital projects, primarily driven by the rise in renewable generation projects seeking access to the GB transmission system in the north of Scotland. Our success to date has in part been down to establishing and maintaining positive working relationships with our customers and stakeholders.

As our network has grown, and customer and stakeholder requirements change, we felt that the time was right to review our current approach to customer and stakeholder engagement, to ensure it remains appropriate and effective going forward. 2017/18 has been a year of transition which we aim to conclude and embed during 2018/19.

Work completed during 2017/18



Outcomes

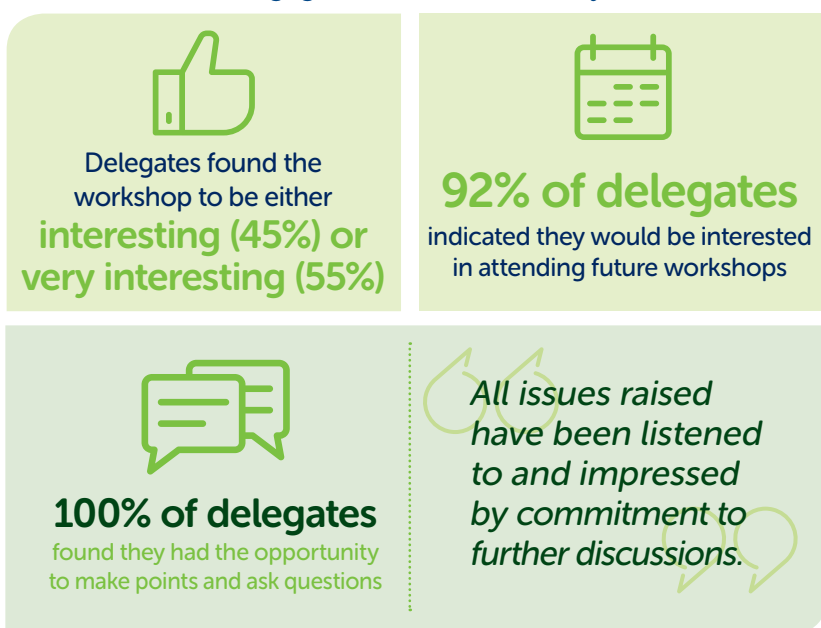


4 Outcomes

What's next?



March engagement event summary (G)



We provided delegates at our workshop with a list of key topics and asked them to rank them in order of importance

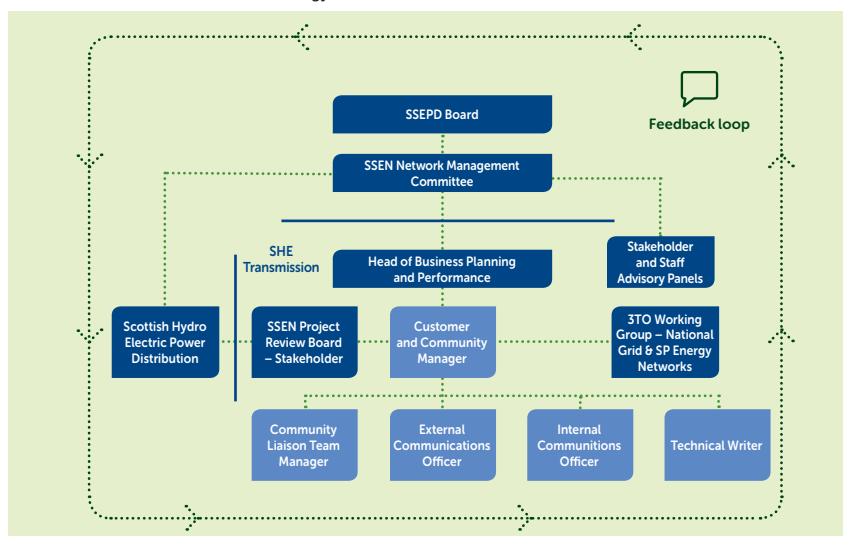


How well do you think SHE Transmission engage with their stakeholders?



New organisational structure

We have strengthened our engagement and communications capability by expanding our Community Liaison team and introducing new roles with specific responsibility for internal and external communication. We continue to work collaboratively with our Stakeholder Advisory Panel and colleagues in SHE Power Distribution, National Grid and SP Energy Networks.



Orkney: Phase 1/2/3

Engagement Date	Stakeholder	Engagement
Feb-March 2017	Orkney Community	Eight engagement events across Orkney on the proposed reinforcement
3 Oct 2017	Ofgem (SWW Team)	Initial meeting with Ofgem introducing the Orkney link project
3 Oct 2017	Ofgem (SWW Team)	Initial meeting with Ofgem introducing the Orkney link project
5-16 Oct 2017	National Grid	Initial discussion with NEGOT on Queue management approach
16-27 Oct 2017	Statutory stakeholders	Provide Statutory stakeholder with an update on design for the proposed reinforcement
25-26 Oct 2017	Orkney Islands Council	Update on proposed design the proposed reinforcement, specifically any OIC dependencies relating to allocation of capacity (e.g. planning) and to discuss the OIC's connection applications
25-26 Oct 2017	Orkney Consortia	To better understand position with regard to CFD, financial feasibility, project progression, consenting
31 Oct 2017	Ofgem	Update on Alternative Approach and stakeholder plan
2 Nov 2017	Scottish Government	Update on Alternative Approach and stakeholder plan
16 Nov 2017	Transmission developers	Prior to public consultation the Transmission contracted developers will have a face-to-face with their contract manager
21 Nov 2017	Orkney Consortia	SSEN stakeholder event(s) present consultation material (design) and preferred solution (subject to approval), as well as setting out consultation material re reinforcement design
22 Nov 2017	Elected members and Governments	Invites to consultation events to be issued in advance, also offering meeting. On morning of first consultation event, call/email to set out both alternative approach and proposed reinforcement
22 Nov 2017	Statutory stakeholders	Call/email to set out both Alternative Approach and proposed reinforcement, with an offer to meet to provide more detail
22-24 Nov 2017	All stakeholders	Consultation events on the proposed reinforcement for the subsea cable, underground cable and Finstown substation and the principle of 'ready to connect' Alternative Approach
22 Nov 2017	Media and website	Press release setting out Alternative Approach and proposed design
4 Dec 2017	Scottish Government	Update on Alternative Approach and stakeholder plan
30 Nov 2017	Ofgem (SWW team)	Update on stakeholder engagement, Alternative Approach and the CBA
14 Dec 2017	BEIS	Update on stakeholder engagement, Alternative Approach and the CBA
21 Dec 2017	Scottish Renewables	Update on the Islands Project, Alternative Approach and Orkney Needs Case
15 Jan 2018	Ofgem	Update on the Alternative Approach consultation
9 Jan 2018-ongoing	NGET	SSEN began bi-weekly calls with NGET on the Orkney Alternative Approach from 9 January 2018
9 Jan 2018	ENA Open Networks	Update on Orkney link project and the Alternative Approach
25 Jan 2018	Meeting with Orkney MSP	Meeting with Liam McArthur Orkney MSP to provide an update on SSEN works for Orkney
7 Feb 2018	Scottish Government	Prior to the Alternative Approach we engaged with the Scottish Government to provide them with an overview
2-06 Feb 2018	Transmission Contracted customers	Prior to the Alternative Approach consultation, the Transmission contracted developers had a bi-lateral with NGET and SHE Transmission
12 Feb 2018	All stakeholders	Taking into account initial feedback from November stakeholder events SSEN launched a consultation via our website on the Alternative Approach to Orkney. Stakeholder events will also be held in Orkney and Glasgow to launch the consultation
14-16 Feb 2018	All stakeholders	SSEN ran three stakeholders workshops to listen to stakeholder's views on the Alternative Approach. Two events in Orkney and one in Glasgow
15 Feb 2018	Orkney Islands Council	Continued engagement with Orkney Islands Council
1 Mar 2018	Lord Duncan Smith	Meeting with Lord Duncan Smith to provide an update on Transmission projects including the Orkney Alternative Approach
1 Mar 2018	BEIS	Update on island link transmission projects including the Orkney Alternative Approach
Proposed Mar 2018	Statutory stakeholders	Provide Statutory stakeholders with an update on design progress for the proposed reinforcement
Proposed Mar 2018	Ofgem	Update on feedback from the Alternative Approach consultation

Future Energy Scenarios

Engagement Activity	Evidence	Link
North of Scotland Energy Trends Paper	Publication	http://www.ssen-transmission.co.uk/media/2226/energy-trends-august-2017.pdf
	Online blog	https://www.ssen-transmission.co.uk/news-views/articles/2017/8/blog-an-increasing-thirst-for-power/
	Publications and articles	Articles in print editions of Energy North, a Scottish Energy Supplement and also the Press and Journal newspaper
Scenarios face-to-face meetings	Documentary	Comprehensive meeting notes from all meetings reviewed and agreed by all attendees
Energy UK Young Energy Professionals Scenarios panel session	Documentary and photographic	https://www.energy-uk.org.uk/publication.html?task=file.download&id=6319
	Email and online messaging	Emails and LinkedIn messages from attendees expressing their thanks for the discussions and exchanging further information on our scenarios project
Scenarios workshops National Grid Customer Day	Documentary	Comprehensive record of discussions at the workshops captured by SHE Transmission note takers
North of Scotland Onshore Wind Repowering Consultation	Consultation paper	http://www.ssen-transmission.co.uk/media/2411/north-of-scotland-onshore-wind-repowering.pdf
	Online blog	https://www.ssen-transmission.co.uk/news-views/articles/2017/11/blog-forecasting-how-the-winds-may-blow/
	Online article	https://www.ssen-transmission.co.uk/news-views/articles/2017/11/ssen-seek-views-on-future-of-onshore-wind-repowering/
	Consultation findings report	Summary report of consultation responses and recommendations for applying these findings in the scenarios
North of Scotland Electric Vehicles	Consultation paper	http://www.ssen-transmission.co.uk/media/2530/north-of-scotland-electric-vehicles.pdf
	Online article	https://www.ssen-transmission.co.uk/news-views/articles/2017/12/ssen-opens-energy-efficiency-and-heat-and-electric-vehicles-consultations/
	Consultation findings report	Summary report of consultation responses and recommendations for applying these findings in the scenarios
North of Scotland Energy Efficiency and Heat	Consultation paper	http://www.ssen-transmission.co.uk/media/2529/energy-efficiency-and-heat.pdf
	Online article	https://www.ssen-transmission.co.uk/news-views/articles/2017/12/ssen-opens-energy-efficiency-and-heat-and-electric-vehicles-consultations/
	Consultation findings report	Summary report of consultation responses and recommendations for applying these findings in the scenarios
North of Scotland Generation and Storage	Consultation paper	http://www.ssen-transmission.co.uk/media/2565/north-of-scotland-generation-and-storage.pdf
	Online article	https://www.ssen-transmission.co.uk/news-views/articles/2018/2/ssen-opens-future-energy-generation-and-storage-consultation/
	Consultation findings report	Summary report of consultation responses and recommendations for applying these findings in the scenarios
North of Scotland Future Energy Scenarios workshops	Workshop output reports	Summary report of comments and recommendations built from comprehensive record of discussions at the workshops captured by SHE Transmission note takers

