

SP Energy Networks - Stakeholder Engagement Outputs 2019/20

Total number of outputs - 133

STRATEGY	STRATEGIC TOPIC	PROJECT NAME	DESCRIPTION / ACTION	OUTPUTS
BETTER	ELECTRIC VEHICLES	Transport Scotland Partnership	Developed strategic Government partnership - first of its kind in UK	Long term partnership formed, looking at electrification of all modes of transport across Scotland
				Partnership is pioneering and blueprint for public EV infrastructure of the rest of UK
BETTER	ELECTRIC VEHICLES	Project PACE	Taking on responsibility for Scottish Government funding and leading stakeholders in area they are not sure about, SPEN funded feasibility studies of appropriate locations	Scotland's public EV charger offering in two of Scotland's largest local authorities, we will install 200 public charge points, an increase of 500% - delivering in hard to reach areas where commercial companies can not.
BETTER	ELECTRIC VEHICLES	Teviot Electric Car Club (TECC)	One of the projects selected for funding through our Green Economy Fund	improved transport links, community car club will allow those needing a car to attend medical appointments, job interviews and even doing the weekly shopping; offering a less expensive, low-carbon and more versatile alternative to current public transport provision
				Two electric cars are up and running.
				Employment of 2 individuals
BETTER	ELECTRIC VEHICLES	EV Project - Charge	EV project in our Manweb licence looking at solutions to accelerate public EV charge point installation	New data tool for stakeholders allowing stakeholders to see most appropriate locations in areas of low congestion for charge points
				Merging network data and transport models across 2000 distinct areas which shows customer behaviours and highlights priority areas for public EV chargers
				Tool will provide stakeholders with instant quote for connections
BETTER	ELECTRIC VEHICLES	EV Up	Using data analytics to understand future uptake of domestic EV charge points and identify requirements for network infrastructure upgrades.	Project has already informed our Project PACE to identify appropriate locations for Transport Scotland and Local Authorities which they have now selected.
				Potential to identify requirements at every residential address in UK. We will share our trials with other DNOs, if deployed could change how we support EV uptake across UK.
BETTER	HEAT	Scottish Government Working Group	Enhanced partnership with regular bi-lateral meetings specifically focused on decarbonisation of heat.	We are providing network data and customer data to inform future policy and payment structures for customers. Focusing on off gas grid properties, as these are reliant on higher carbon fuel
BETTER	HEAT	Heat Innovation Project	Released Expression of Interest for retail and service partners on Heat Innovation Partners	Project will include a large-scale trial of solutions to mitigate the impact of electrification of heat on the electricity network by addressing network congestion to maintain security, resilience and service for households.
BETTER	HEALTH AND SAFETY	Defibrillator - Jackton	engagement with Jackton Community through investment of new substation	Defibrillator provided and installed for use by local community
BETTER	HEALTH AND SAFETY	ENA Look out, look up video	Collaborated with other DNOs and ENA	Increasing safety awareness for public and workers. Recent videos have covered the dangers of overhead lines when working on agricultural land and when making deliveries to sites using HIABs and cranes.
BETTER	HEALTH AND SAFETY	Crucial Crews (SPEN)	Interactive sessions are critical to getting our safety messages out to the Children, their families and teachers. will raise awareness of Electrical Safety and our two key messages of looking out for our Danger Of Death signs and our Emergency contact number 105. This covers schools across the SPEN area.	56 events resulted in 6365 children attended from various schools in England and Wales between April 19 and March 20
BETTER	HEALTH AND SAFETY	Rugby Partnership with SRU	Rugby has allowed us to engage with hard to reach farming groups, as there is large rugby following amongst this group, to increase their safety awareness around equipment and electricity. Access to new channels through the partnerships has provided new platforms to share details on	Overhead line damage by equipment contact or damage on farms and fields caused by tippers/hiabs/machinery has reduced from 53 incidents in 2018/19 to 22 in 2019/20.
				Zero public safety incidents in 2019

BETTER	HEALTH AND SAFETY	Primary School Engagement	The multi-award winning PowerWise classroom electricity safety education programme is provided to schools across the operating area, in English and Welsh, free of charge. The sessions are delivered by fully qualified teachers and are designed to help children recognise the dangers of electrical equipment in the home and outdoors, with advice on how to stay safe	The Powerwise website had 3,025 hits during the period April 2019 to March 2020 from schools across the SPEN network area.
BETTER	HEALTH AND SAFETY	WRU / RGC Rugby Contract (SPM)	PSR / Power Cut 105 / Health and Safety / Recruitment during home RGC Games within inclusivity pre match activities. Fan Zone stand with Power Cut 105 / Recruitment / PSR / preparing for electric vehicles and the electrification of the heat networks as the UK moves towards Net Zero at all home games - Wales U20's Parc Eirias 6 Nations Games - Health and Safety / Power Cut 105 . PSR / Recruitment /preparing for electric vehicles and the electrification of the heat networks as the UK moves towards Net Zero	RGC reach total - 19,314 WRU reach total - 5.3m through various communication channels
BETTER	HEALTH AND SAFETY	Agricultural Shows (SPM)	Agricultural Shows - Health and Safety / PSR / Power Cut 105 / working 24/7 / preparing for electric vehicles and the electrification of the heat networks as the UK moves towards Net Zero	Agricultural Shows (usually 9 one was cancelled by organiser this year) - Health and Safety / PSR / Power Cut 105 / working 24/7 / preparing for electric vehicles and the electrification of the heat networks as the UK moves towards Net Zero, 160,000 footfall attending the shows
BETTER	HEALTH AND SAFETY	Safety Education Centres	We support 3 Safety Education Centres across our area. One in Wales (DangerPoint), One in Cheshire (Safety Central) and one in Scotland (Risk Factory). These sites operate by developing life skills in an immersive environment where children can safely learn about recognising danger from electricity, how to reduce risks and learn what to do in an emergency.	During the period April 2019 to March 2020 the 3 centres saw a total of 15,654 children learn about the dangers from electricity.
BETTER	HEALTH AND SAFETY	Construction Events	The Health and Safety team attend a number of events across the regions to provide guidance to the Construction industry on safe working practices when working near electricity assets. Examples being Working Well Together (WWT) events in Wales and Scottish Forestry in Scotland.	During the period April 2019 to March 2020 SPEN attended 18 events across the regions.
BETTER	SUSTAINABILITY	Social media campaign #smallchanges	promoted small changes for customers to take small steps to reduce their carbon footprint	Campaign across social media with a reach of 12,908
BETTER	SUSTAINABILITY	Edinburgh's cycle hire scheme	Added 42 new hire points across the city after receiving funding from our Green Economy Fund	Low-carbon travel options for residents and visitors alike. This project will help to meet the Scottish Governments 'net zero' targets and play a part in tackling climate change.
BETTER	SUSTAINABILITY	East Ayrshire Woodlands	Supporting South West Scotland in their move to zero carbon communities	Planted 2000 trees and bushes in Fullarton Woods and Ardeer Quarry.
BETTER	SUSTAINABILITY	Power Paired	Match making partnership offering land to local community groups	30,000m2 of land available to local communities - Cupar and Kilwinning substations
BETTER	SUSTAINABILITY	Wishaw Roads	Upgrading the Wishaw substation road using plastic bottles	2 tonnes of plastic waste from Wishaw substation will be offset from landfill
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	Customer Care Plan - 3 month road closures in Cheshire	Customer care plan to offer all customers affected a £15 pound meal voucher at local hotel.	Over 100 customers affected, 42 customers took up offer
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	Awareness Campaign	Promoting 105 emergency number and Priority Services Register (PSR).	STV Online – video viewed in full 345k times (70% shared viewing experience)
				YouTube Advertising - 1.5m impressions
				Digital Advertising - targeting of customers in PSR Gap locations and demographic groups) – PSR message- nearly 6.5m impressions among targeted groups (disabilities, retirees, families and home owners) while over 2m impressions achieved for 105 message
				Pay Per Click – more than 90,000 impressions and 40,000 clicks

				<p>Double Bid Manager >2m impressions</p> <p>Radio Partnership (Clyde 1, Forth 1, West FM and Radio City) - 3.5m people reached through 13 weeks of ads on 105, PSR and Additional Services (boosted in advance of storms)</p> <p>Paid Social Media Ads (Facebook and Instagram) – 2.8m unique people reached</p> <p>Bus and Rail Ad Campaign – over 2m people reached (plus 800,000 during Storm in March)</p> <p>Branded roadshows in shopping centres reached nearly 12,000 people with 900 PSR sign-ups</p> <p>1.6m pharmacy bags issued (100,000 a month, increased by 400,000 in Dec & Jan)</p> <p>Full suite of materials hand delivered to 3000 independent shops, businesses and food outlets.</p> <p>Packs mailed to over 7000 GP surgeries, pharmacies and community centres in January</p> <p>Full suite of materials and promotional items sent to all politicians for display in their constituency</p> <p>Materials sent electronically to Project Partners and stakeholders for use in their offices</p> <p>Over 3000 105 promotional merchandise handed out at Glasgow Warriors home matches</p> <p>SRU and Glasgow Warriors Rugby Sponsorship – 105 videos played to 210,000 people attending the 6 international Scotland rugby matches plus 105,000 who attended 15 Glasgow Warriors Matches in Scotstoun</p>
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	PSR Registrations	Registrations of vulnerable customers	<p>added 150,323 new households to the register this year, allowing us to pro-actively contact vulnerable customers if we have a service issue in their area and offer extra support</p> <p>Using rugby partnership channels to target hard to reach stakeholders to sign up to PSR</p>
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	Network Natters	Engage face to face with community groups to raise awareness of PSR and additional support we offer. Our focus this year has been registering people affected by Dementia and Disabilities . We focused on Liverpool, Fife, Cheshire and Edinburgh, areas in which we had the largest PSR gaps. We worked with local community groups and attended Dementia Cafes, Carers Support groups, Church groups and other clubs.	106 Network Natters carried out this year. Engaged over 3,000 vulnerable customers, carers and support organisations. Signed up 2,531 customers to the PSR and delivered 1,317 additional support services as a result of Network Natters.
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	Teccy Bytes	Group of colleagues from across business attended Erskine Hospital to work with hard to reach people in community about a range of topics, from upgrading of grid to transformation of electricity networks and generation.	Increased consultation with often overlooked groups therefore increasing consenting timelines by avoiding information being misconstrued.
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	Big Energy Savings Week 2019, partnering with Citizens Advice Bureau	provide people with our additional help services such as our Priority Service Register, how to get extra help and support and promote our Power Cut 105 number / working 24/7	South - 3 locations in North Wales attended by SPM
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	Aberystwyth Cycle Fest	SPEN branded vehicle PSR / Power Cut 105 / Recruitment / working 24/7 / preparing for electric vehicles and the electrification of the heat networks as the UK moves towards Net Zero	SPEN branded vehicle PSR / Power Cut 105 / Recruitment / working 24/7 / preparing for electric vehicles and the electrification of the heat networks as the UK moves towards Net Zero
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	Middlewich Christmas Lights Switch On	SPEN branded vehicle PSR / Power Cut 105 / Recruitment / working 24/7	Customer engagement and raising PSR / Power cut 105 / Recruitment / Working 24/7
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	Liverpool Pride	SPEN branded vehicle PSR / Power Cut 105 / working 24/7 / Recruitment / preparing for electric vehicles and the electrification of the heat networks as the UK moves towards Net Zero	SPEN branded vehicle PSR / Power Cut 105 / working 24/7 / Recruitment / preparing for electric vehicles and the electrification of the heat networks as the UK moves towards Net Zero attended by 12,000
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	Liverpool Echo Awards	Event recognising Local Heroes in Liverpool and surrounding areas.	<p>SPEN branding at event</p> <p>Radio City partnership on lead up to event</p> <p>Readership / Digital Reach - 500,248 readers / Print advert 1,858,064 readers / Print supplements 71,464 readers / Online Editorials and Adverts 21,738,905 / Event website 1423 users.</p>

FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	COVID-19 Stakeholder Engagement Strategy	New engagement strategy and comms plan put in place	Plan and programme of continued engagement using innovative solutions to keep customers and stakeholders informed and two way communication
FUTURE	RECRUITMENT	STEM activation	Provide young people with information and resource on the steps to become an engineer	All 26 schools in the SPEN Warriors Championship received a STEM fact card- lesson plans, 2x videos Community Liason Team attended 14 school visits promoting engineering careers. 2 STEM videos made in partnership with SRU and Glasgow Warriors on the transferrable skills between sport and engineering
FUTURE	RECRUITMENT	Rugby Partnership with SRU	#notjustforboys campaign	#Notjustforboys van wrap on SPEN vehicles with Scotland Women rugby players and SPEN female engineers Increase in 405 girls taking part in the SPEN Warriors Championship in 2020.
FUTURE	RIIO-ED2	Customer Engagement Group	Established Customer Engagement Group	Group will challenge our forthcoming business plan in the interest of our customers and future consumers
FUTURE	SMART COMMUNITIES	Liverpool City Region Authority Engagement	SPEN Team member seconded into Liverpool City Region Offices	Fully embedded within stakeholder business, ensuring early engagement in future plans, informing their plans and allowing them to make informed investment decisions to help them achieve Liverpool City Region Authority Metro Mayor's aspirations for Net Zero by 2040
			Zero Emissions Refuelling Stations - analysis of 38 locations provided	Liverpool City Region have now been able to agree 8 locations for Zero Emission Refuelling Stations
			Baltic Triangle Demonstrator Project	Setting up the Baltic Triangle Demonstrator Project as hub of technology and innovation.
			Detailed network analysis provided for stakeholders	Building a network of EV charging points at commuter train stations Setting aside funding for programmes that incentivise the adoption of Evs Feasibility studies and analysis for development projects across Liverpool Waterfront. Providing network analysis for six local authorities prepare for electrification of their transport network Informing local EV strategies to support any local Clean Air Strategies.
FUTURE	SMART COMMUNITIES	Cheshire and Warrington Communities Engagement	Partnership and regular engagement activities	SPEN now site on Strategic Infrastructure Board for Cheshire & Warrington LEP, collaborating with Cadent Gas and other partners to deliver benefits to customers and stakeholders. Carried out active fault level management trials to inform and enable renewables in South Warrington. Supporting major infrastructure development plans to boost economy by £50bn by 2040. Working with hard-to-reach stakeholders within rural community projects who are in fuel poverty and will be adversely affected in the future as they are off gas grid.
FUTURE	SMART COMMUNITIES	Zero Carbon Communities Initiative	Commissioned report by Capital Economics to provide data required to meet 'rapid' pace of decarbonisation	Data used to inform our Zero Carbon Communities Initiative to help key policy makers, decision makers and stakeholders to understand requirements to meet national and local Net Zero targets.
			Launched 'ZCC' initiative, setting out detailed roadmap of steps required by all of our communities to reach Net Zero targets.	Engagement plans in place for each of our communities across urban and rural, facilitating stakeholder investment plans, providing network data and alignment of investment plans for journey to Net Zero.
FUTURE	SMART COMMUNITIES	Zero Carbon Communities Online Community Energy Tool	Engagement with expert stakeholders to create a central source, online hub for Community Energy Projects	Online hub launching early 2020 for existing and new Community Energy Projects, allowing them access to opportunities, investment details, connections opportunities and costs. Case studies and will also be available to stakeholders of local energy innovation solutions and sustainable local economies.
FUTURE	SMART COMMUNITIES	WPI Economics Report	Commissioned WPI Economics Report on the future of the Community Energy Sector and the impact on networks	Report forecast a £1.8bn economy boost via future Community Energy projects and was used to lobby key stakeholders and policy makers and decision makers
FUTURE	SMART COMMUNITIES	Edinburgh City Council Engagement	Engagement, supporting plans and providing network data	Established appropriate and cost-effective locations at 14 sites for EV charge points. Working on second pilot for lamp posts to be used for EV charging
FUTURE	SMART COMMUNITIES	Glasgow City Council Engagement	Understanding major regeneration plans	Investing £20m of network upgrades to facilitate city regeneration planning on southside of city including build of new homes and supporting 29,000 jobs Glasgow City Council have now agreed to fund ducting, which we will lay as part of our network reinforcement programme, mitigating the length of time of future disruption for the city when installing high speed broadband.

FUTURE	SMART COMMUNITIES	COP26 Working Group	Engagement and planning for COP26, now delayed due to COVID-19 situation	Working with Glasgow Airport to deliver new development plans
FUTURE	SMART COMMUNITIES	Engagement / Partnerships - Wales	Engagement, supporting plans and providing network data	Working with the Welsh Government and other partners to develop concept for hydrogen island on Anglesey.
				Investigating Holyhead Refuelling Station using tidal generation instead of transporting to mainland.
				Providing network analysis for Anglesey County Council and Welsh Government for EV charging stations for tourist locations and help boost local rural economy
FUTURE	SMART COMMUNITIES	Standhill Farm	Offered alternative grid connection for renewable generation	Farm has now diversified their income. SPEN took a large group of young farmers along to the farm to inspire, share learnings and demonstrate options for sustainable energy and the financial benefits
FUTURE	SMART COMMUNITIES	Ettrick and Yarrow Community	Connected through our Active Network Management System, supporting community smart grid demonstrator	Sit on the board of this smart grid community demonstrator project, offering advice, guidance, network data to support 800 rural homes in the community
FUTURE	SMART COMMUNITIES	REWIRE-NW Project	Working with partners including Cadent Gas to create a Smart Local Energy Project	This Local Energy Project is supporting 10,000 local residents and will carry the UK forward for the next 100 years.
FUTURE	SMART COMMUNITIES	HydrogenCymru	Working with Hydrogen Cymru Trade Association	Working in partnership to determine solutions for long term requirements for hydrogen across Wales.
FUTURE	SMART COMMUNITIES	Glasgow Riverside Innovation Project	Working with project to ensure necessary grid capacity	By facilitating the infrastructure requirements of this project, we are supporting major new commercial premises and local start up projects whilst improving resilience and service for customers.
FUTURE	SMART COMMUNITIES	ENA Energy Data Group	Chair the ENA Energy Data Group	Taking a leading role, collaborating with ENA and other DNOs to ensure industry wide approach for the use of customer data
FUTURE	SMART COMMUNITIES	Partnerships with New Home Builders	Providing home builders with network data and customer behaviour analysis	With knowledge of customer behaviours and the impact of low carbon technologies, these stakeholders are more informed to future requirements of their new developments for customers
				Large attendance of home builders at the EV event event to gain knowledge on EV charging points in new homes
FUTURE	SMART COMMUNITIES	Anglesey Reinforcement	Progressed essential reinforcement project through key consenting stages in sensitive area. Despite a number of objections to a much larger National Grid Scheme in the immediate vicinity increased levels of consultation and engagement with local groups persuaded interested parties that impacts from the project were being considered and would be negated.	Delivered 537 consent for project despite potential objections and sensitivity for surrounding area.
FUTURE	SMART COMMUNITIES	North Shropshire Reinforcement Development Consent Order	Took an innovative approach to engagement with communities and interested parties utilising additional rounds of consultation over and above statutory requirements.	Development Consent Order granted by DBEIS in March 2020. Consent Order ran through process in quicker time than initially timelined by Planning Inspectorate for England (PINS). Increased consultation led to less stages of examination and faster determination time. PINS noted the high quality and meaningful level of engagement in leading towards this outcome.
FUTURE	SMART COMMUNITIES	Green GB Week	SPEN branded vehicle and information areas on our Charge and EVOLVE projects. Providing information to customers and small businesses on preparing for electric vehicles and the electrification of the heat network as the UK moves towards Net Zero.	attended by circa 3000 Radio City ran a 3 week Radio advertising campaign promoting our brand and commitment to support communities and business to prepare for electric vehicle and the electrification of the heat network as the UK moves towards Net Zero / Radio soundbites also included our working 24/7 and Power cut 105 number. Radio City reach - Airtime 333,125 / Digital reach 22,000
FUTURE	SMART COMMUNITIES	Saughton Park Micro-hydro Project	A GEF project to fully integrate renewable energy solution, with electricity from a micro-hydro scheme powering a ground source heat pump (GHSP) system	Will prevent over 90 tonnes of CO2 per year
				Generates enough energy to power the whole park
FUTURE	SMART COMMUNITIES	Community Transport Glasgow	One of the projects selected for funding through our Green Economy Fund providing transport through electric minibuses for vulnerable communities such as the elderly and socially deprived	Five fully electric minibuses are in operation
				Two fully electric people carriers in operation

QUICKER	CONNECTIONS	Connections Service / Response Eye	The call operator sends a customer a secure, one-time-use link via SMS or email, once accepted real-time live video streams back to the call operator whilst they maintain voice contact with the customer and direct them to show what we require to see onsite to provide a more accurate quotation	Improvement in the speed of providing the quotation, customer service, environmental and cost savings.
QUICKER	CONNECTIONS	RADAR system v3.0	The Register of Adopted Asset Requests (RADAR) system is an internet-based tracking system which allows documents to be shared between ICPs and ourselves. Delivered short term and long term system upgrades based on stakeholder feedback	Over last couple of months, we have completed 12 system and enhancements, now all live and deployed,
				Webinar training Session for SP Energy Networks improvements to RADAR scheduled in May 2020- 69 confirmed attendees
QUICKER	FUTURE NETWORK / DSO	DSO Updates via ICE	Promote the availability of flexible tenders via our ICE stakeholder events and encourage uptake of this product to help facilitate the flexible networks required to aid the transition to a DSO.	DSO updates are part of our regular stakeholder events with connections stakeholders. Stakeholders receive monthly newsletters with regular updates on decarbonisation, now including information on EV, Heat, DSO/Flexibility, Innovation Projects, Policy Updates and Community Partnerships.
QUICKER	FUTURE NETWORK / DSO	Flexibility Tender Process Improvement Stakeholder feedback provided	Stakeholders requested longer tender periods	Customers had a three month tender in Oct 19.
			Want to understand the value of the tenders and how we identify the sites for flexibility	First DNO to publish site specific service rates as part of our October tender.
			Flexibility in action	We provide an Invitation to Tender Pack for each tender round including full terms and conditions.
			Some stakeholders, want short contracts. Others, typically new build, want long contracts.	We tendered for a range of contract lengths and allow bidders to bid for individual service windows.
			The ability to bid in with sites that weren't yet operational.	We allowed bids from sites either in development or from providers where the exact site location and other details aren't yet finalised, thereby encouraging new entrants to take part.
			A common experience	leading (jointly with ENWL) the Open Networks working group which is developing a common methodology to calculate the financial value of flexibility.
			Expanding flexibility market and exploring its full potential	We are collaborating with WPD, SSEN and NPG to launch the Flexible Power platform, allowing flexibility service providers an interface to interact with the DSO to administer the service.
			Stakeholders including, Ofgem and BEIS, want clear measures to address perceived conflicts of interest and build market confidence.	The only DNO to tender for reactive power flexibility services. A large untapped market as most generators are built with reactive power capability that is often unused.
QUICKER	FUTURE NETWORK / DSO	Flexibility Services	Flexibility in action	We used 24MW of flexibility service for a few days to provide network security whilst we replaced a double tower 132kV circuit. This is another market use, in addition to most of industry's focus on simply using flexibility to avoid reinforcement.
			Progressing our flexibility market platform for the future	Project FUSION has opened an Expression of Interest to understand the current flexibility market technology providers.
QUICKER	FUTURE NETWORK / DSO	LCNI	Sponsored event	Provided presentations from our innovation project and shared learnings - CEO Frank Mitchell was headline speaker
QUICKER	FUTURE NETWORK / DSO	Digitilisation Strategy	Created and published our digitilisation strategy	Stakeholders and customers now have a transparent view of our digitilisation strategy and plan for future use
QUICKER	FUTURE NETWORK / DSO	Flexible Power Platform	Collaborating with WPD and SSEN to launch the Flexible Power Platform	Customers will now have access
QUICKER	FUTURE NETWORK / DSO	iIDENTIFY project - an industry first for this kind of technology	Developed from conversations and brainstorming around an iHUB innovation campaign. looks at exploiting AI Recognition technology via a smart phone app to crowdsource asset data we don't currently have in order to update our corporate systems	Identifying third party-owned assets to reduce aborted "check for safety" calls, as well as to offer training, support and guidance to field staff on SPEN assets by overlaying augmented reality to offer some problem-solving tips.
QUICKER	FUTURE NETWORK / DSO	VISNET LV Monitors	LV Monitors trialed in 2019	£60K savings for customers, now rolling out another 300 monitors
QUICKER	FUTURE NETWORK / DSO	Flexibility Tenders	second round of tenders carried out in Oct 2019	81MW flexibility services awarded to connected customers
QUICKER	FUTURE NETWORK / DSO	Flexibility Awareness	Released informative video via social media	Raising awareness of flexibility is simple and easy to understand format for general public and stakeholders

QUICKER	FUTURE NETWORK/DSO	DSO Communications	DSO related projects shared on social media	56,815 stakeholder reach - providing simple information on innovation, DSO projects and customer benefits
QUICKER	FUTURE NETWORK/DSO	ENA Data Working Group Engagement	Data Systems Map now created with SSE and SGN	Providing visibility of the Energy System infrastructure and assets, and enabling optimal investment and creation of new markets.
QUICKER	FUTURE NETWORK/DSO	Active Network Management (Dumfries and Galloway)	Providing project data and benefits to existing and future customers	Empowering customers to make more informed decisions and increased opportunities for cheaper and quicker connections
			Awarded tender for technical solution for ANM scheme	Installation and commissioning control scheduled for 2020
QUICKER	FUTURE NETWORK/DSO	SIA Partners Software Programme	Pioneered software using data science and machine learning algorithms	Predicting network demand and generation in advance allowing for early operation action in cases of network congestion, maintaining customers supply and less interruptions
QUICKER	FUTURE NETWORK / DSO	OHLEX Event	Industry Overhead Line event.	SPEN branding at event. Sharing best practice, innovation and health and safety messaging. Preparing for electric vehicles and the electrification of the heat networks as the UK moves towards Net Zero Attended by circa 2000.
QUICKER	FUTURE NETWORK / DSO	Real Time Fault Level Monitors (RTFLM)	Launched trials of the world's only technology that can spot real-time levels of electrical surges in the network, by using two prototype monitors.	Makes the grid more economic and flexible. The potential benefits for our customers are improved resilience of the network, faster renewables connections, reduced costs and a more efficient network
QUICKER	FUTURE NETWORK / DSO	NAVI Tool	Introduction of NAVI Tool - performing network modelling through algorithms	Saving up to 4 hours on quotation time for new connections
QUICKER	FUTURE NETWORK / DSO	DSO Challenge Workshop	Workshop of expert stakeholders looking at new ideas and feedback suggestion	3 actions taken forward from this session
QUICKER	FUTURE NETWORK / DSO	Smart Data Integration Fabric (SDIF) project	Partnered with CGI to assist in delivery of digital model of our network	Improve network reliability and flexibility to further improve the service we provide to our customers and make better use of smart meter data to target restoration activities, and manage outages more efficiently
QUICKER	LAND AND PLANNING	Updated Land Code of Conduct	Presented new Land Code of Conduct at Royal Highland Show.	Increased control and efficiency in dealing with Land Owners
QUICKER	LAND AND PLANNING	North Shropshire Reinforcement Consultation	Consent Order approval for £18m network investment project, following engagement with Shropshire Council, Ward and local Councillors and major stakeholders keeping them up to date at every stage	Network investment will boost capacity in the area to support development on land allocated for new jobs and homes in Oswestry, Whitchurch and Wem.