Making a Difference
Part Two: Stakeholder engagement outcomes and impacts

Ofgem Electricity Distribution Stakeholder Engagement and Consumer Vulnerability Incentive Scheme 2020/21

SP ENERGY NETWORKS

bsi Customer Service KITEMARK™

This is Part Two of our submission to Ofgem's Stakeholder Engagement Incentive for regulatory year 2020/2021.

Ofgem's annual Stakeholder and Consumer Vulnerability 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.'*

Our submission is in three parts:

Part One – *Our strategy*
Introduces our Stakeholder Engagement and Consumer Vulnerability Strategy, with evidence that we meet Ofgem's minimum requirements.

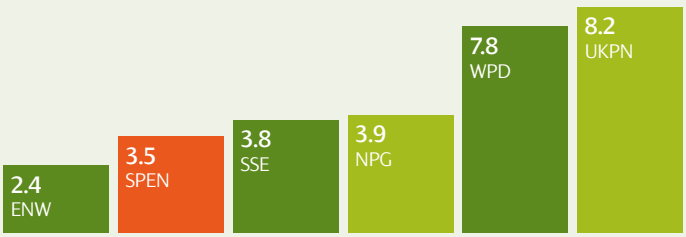
Part Two – *Stakeholder engagement outcomes and impacts*
Details the actions we have taken to meet the needs, preferences and priorities of customers and stakeholders identified through extensive engagement.

Part Three – *Supporting vulnerable customers*
Details key activities we delivered to address consumer vulnerability issues and the outcomes achieved during this regulatory year.

About us

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 to work across three countries – Scotland, England, and Wales.

DNO size by household numbers *(Millions)*



When comparing all six DNOs, SP Energy Networks has **3.5 million** customers, and is fifth in terms of our customer base, however this does not reflect the size of our ambition.

Contents

SP ENERGY NETWORKS

PRINCIPAL PARTNER
UN CLIMATE CHANGE CONFERENCE UK 2021
IN PARTNERSHIP WITH ITALY

Introduction from our CEO, Frank Mitchell

Achieving Net Zero will require big changes – how we operate as a business and how we all live our everyday lives.

Central to everything we do is engagement with our stakeholders. We are leading the way for our customers and stakeholders on the journey to Net Zero, ensuring we continue to engage on the topics that matter most to them and directly embed their feedback within our investment decisions.

This is a critical time for the energy system transition and the country's progression towards a green economic recovery. Taking the right action now can unlock significant economic benefits on the path to Net Zero – incentivising private investment, creating jobs, boosting our domestic supply chain, all while ensuring no communities are left behind.

As the only Distribution Network Operator (DNO) to serve communities across England, Wales and Scotland, we have a critical role to play in supporting regional and national ambitions driving towards Net Zero. This is why we have been working closely with devolved governments and wider industry stakeholders to deliver pioneering projects which play a vital role in the energy system transition. Initiatives such as our strategic EV partnership with Scottish Government through project PACE have enabled public electric vehicle charge points to be installed in an area where other commercial organisations could not deliver, as well as our alliance with Net Zero North West in North Wales to work together to decarbonise the UK's largest industrial cluster – responsible for 5% of all UK energy use.

The eyes of the world will be on Glasgow this year as it hosts COP26 and we are immensely proud to be one of the principal partners which further demonstrates our commitment to decarbonise the UK's energy sector. Being a key partner underlines the UK Governments confidence in our commitment to tackling climate change and helping the country achieve Net Zero by 2050.

This year has brought with it new challenges as we adapted and responded quickly to the coronavirus pandemic, continuing to deliver industry-leading service for our customers and our agile stakeholder engagement strategy allowed us to do just that. We made sure the effects of the pandemic didn't get in the way of our commitment to continue our dedicated programme of engagement with our stakeholders by implementing new, tailored and effective ways to continue our engagement.

I am extremely proud of my team and their ongoing commitment to stakeholder engagement, ensuring we are continuously implementing key feedback to inform our business decisions, plans and activities. Our role as the provider of critical national infrastructure has never been more important and we have continued to work tirelessly to deliver a business fit for the future in direct alignment with the priorities of our customers and stakeholders to create a better future for all.

Frank Mitchell
Chief Executive Officer, SP Energy Networks

Key engagement highlights

*Global leaders in stakeholder engagement – **achieving 81%** in the AccountAbility audit – the highest possible categorisation of '**Advanced**'*

284,365 *engagement reach in 2020/21*

577 *total of engagements*

158 *number of outcomes*

*Highest ever overall score of **9.23/10** for customer satisfaction*

***Winner** of the Community Engagement Award at the Planet Mark Awards 2020*

Continuous consultation on our business priorities

Maintaining a relevant and up-to-date understanding of the priorities of our stakeholders and customers is extremely important to us. We are committed to delivering a business in line with these priorities, both today and in the future.

This year, we engaged over 14,000 customers and stakeholders through targeted surveys and across more than 50 events to consult on our strategic priority areas. As a result, we identified nine key priorities that they want us to deliver, aligned to three high level strategic goals. These priorities flow through everything we do, providing key focus and strategic direction to all our activities and business decisions and are directly embedded across our entire organisation. Within this submission, we have highlighted the key outcomes we have delivered over the last year against these strategic goals, demonstrating our commitment to acting upon the areas our customers and stakeholders have told us to focus on.

Strategic Goals	Our customers' and stakeholders' priorities
Develop a network that's ready for Net Zero	Develop the network of the future Ensure a safe and reliable electricity supply Provide timely and efficient connections
Be a trusted partner for our customers, communities and stakeholders	Deliver excellent satisfaction and enhanced services for all customers Leave no-one behind in the energy transition Work with customers, stakeholders and communities to facilitate the energy system transition
Ready our business for a digital and sustainable future	Support the natural environment Foster digitalisation to unlock Net Zero benefits for our customers and stakeholders Promote an inclusive, skilled and community based workforce

Key achievements aligned to our stakeholder driven strategy

More than **£30m** of network investment deferred through flexibility services

Total saving for customers of up to **£2.6m** in expected connection costs through Project PACE

Enough electricity to supply **160K domestic properties** generated through Active Network Management

Principal Partner for **COP26**

Benchmarked 1st against all UK service sectors in the ICS UK Customer Service Index

Achieved BSI certification for Customer Service Kitemark and Inclusive Service

Launched **new** customer self service portal

New digital app **'iDentify'** to become industry standard

Reduced carbon footprint by **55%** *(excluding losses)* since 2013/14

Our Core Stakeholder Engagement Strategy

Within Part One of our submission, we provided a detailed account of our stakeholder engagement strategy, which has been embedded in our business since 2013. Since then it has continually improved and evolved to meet the changing needs and requirements of our stakeholders. This has been driven by our own learnings, our stakeholder community, industry experts including Ofgem, SIA Partners, SIRIO Strategies and AccountAbility – the owners of the global standard for stakeholder engagement. We have also benchmarked our engagement strategy and associated approaches outside of our industry to leverage global best practice as well as engaging with industry peers through bi-laterals and best practice sharing sessions with other DNOs, TOs, GDNs and the water sector.

Key steps of our strategy to deliver meaningful engagement

Step 1 Define the purpose

With a clearly defined objective, we tailor engagement to deliver the best results. This maximises the value of our efforts, and minimises costs by applying the most effective solution.

Step 2 Identify and map stakeholders

Depending on the purpose of the engagement, different individuals will be best placed to offer the insight required. We need to understand: ***a) who are the relevant stakeholders*** and ***b) what is their level of knowledge on the specific topic.***

Step 3 Tailor the engagement

To ensure maximum value is gained from an event, we tailor three aspects of the engagement: content, method of engagement and communications.

Step 4 Engage

The result of our planning phase is an inclusive, tailored and value for money engagement event, ready to be delivered.

Step 5 Capture feedback

Feedback to design and deliver the right services for those affected by our business.

We seek feedback on quality of engagement.

Step 6 Determine wants and needs

Analysing feedback to determine needs and services that could be improved, focusing actions on areas of business change that customers and stakeholders care about.

Step 7 Develop priorities and actions

We aim to provide value for money. Demonstrating value rests on our ability to measure outputs and prioritise accordingly.

Step 8 Act

Through developing our priorities based on feedback, we develop the actions we deliver with confidence we are delivering in the best interests of stakeholders.

Step 9 Close feedback loop

With engagement complete, feedback collected and actions taken, the final step is to close the feedback loop. This step consists of measuring the success of actions taken, identifying how we can improve and providing progress reports to stakeholders.

Engaging with hard to reach and challenging stakeholders

As detailed in Part One we have implemented a robust framework to standardise our approach to engaging with hard to reach and challenging stakeholders to best serve the interests of these groups. This has been informed by our Strategic Stakeholder Panels, industry peers such as Northern Gas Networks and hard to reach representative organisations to continually inform and update our approach.

Throughout this document, we have highlighted key activities which deliver benefits for hard to reach stakeholders using our hard to reach icon above, however, we have provided some notable examples of our approaches in action:

Key Driver – Partnerships

We are partnering with Ynni Llyn, a community organisation to help prepare for uptake of EVs in a rural area with high levels of fuel poverty. It's an area which uses more energy than the national average but has one of the lowest average incomes in the UK. Local partnerships such as this allow us to reach those customers who wouldn't typically engage with us.

Key Driver – Alternative Perspectives

Through the Mobility and Access Committee for Scotland (MACS) we identified barriers faced by wheelchair and pram users in accessing EV charge points, informing our installations as part of Project PACE. Engaging with expert stakeholders helped us learn about the needs of seldom heard customers.

Key Driver – Language

This year we signed up to the Welsh Language Commission Policy to support partners to strengthen use of the Welsh language in communities, education and business, expanding the rights of our customers and stakeholders to use Welsh and extending our inclusive reach.

Key Driver – Lack of awareness

We are working with University of Strathclyde to create a 'Book of Knowledge' for customers and stakeholders to access all types of information relating to adoption and benefits of low carbon technologies. This step to guide stakeholders is aimed at accelerating the journey to Net Zero.

Global leaders in engagement

SP ENERGY NETWORKS AA100D STAKEHOLDER ENGAGEMENT PERFORMANCE ADVANCED 2021

We are proud to have achieved the highest categorisation phase possible of 'Advanced' in the 2020/21 AccountAbility AA1000 Healthcheck with a score of 81%, an overall increase of 15% since our first healthcheck in 2018. This notable achievement demonstrates our true commitment to continuous learning and improvement in stakeholder engagement.

"In the past year, SPEN has risen to the challenge of further embedding stakeholder engagement across its business and has deepened engagement work to integrate stakeholder needs and views into business planning. SPEN has received positive feedback on its transition to digital engagements, a reflection of the agility and stakeholder-centric focus of its processes and systems, as well as the outcomes delivered for its customers and impact generated."

Daniel Metzger, *AccountAbility*

Continuous improvement of our strategy

Expert Advice	Feedback	What we did
Ofgem SECV Panel	*Demonstrate how stakeholders are influencing your strategy*	This year, we engaged with over 14,000 customers and stakeholders to understand their priorities and help shape our strategic objectives. See page one.
2020 AccountAbility Audit	*Prioritise quality engagement over quantity to improve customer trust*	Carried out stakeholder surveys to allow stakeholders to choose future topics of engagement. Improved targeted communications to align with stakeholder interests, and merged events across licence areas, reducing events and driving greater stakeholder participation.

Tracking and driving our initiatives

As outlined in Part One, our PDE (Planning, Development, Embedded) mechanism allows us to track and monitor projects to drive these into becoming fully embedded within our business. Throughout this document, we have used this mechanism to demonstrate the status of each initiative. We have provided a more detailed update on page 10 of how many of our projects from previous submissions have now evolved into becoming fully embedded within our business.

Planned	A project in the planning phase, defining the purpose, desired outcome and associated impact on stakeholders.
Developing	The project has been implemented into the business. Continual monitoring of KPIs to ensure project is on track to achieve desired outcomes.
Embedded	The project has reached maturity as a new initiative within the business and adopted as business as usual.

Measuring impact

As detailed in previous years and in our Part One submission we have made it a priority to have a robust, consistent and accurate way to measure the value of our projects and investments. Our innovative Social Return on Investment (SROI) methodology has been fully embedded within our business since 2018 and since then we have been working hard to continue our commitment to delivering value across everything we do. SROI not only considers the financial return of an investment, but the benefits to our stakeholders and wider society. We strive for all the investments we carry out to have a positive SROI so that the communities we serve are considered in all investment decisions we make. See Part One further details on our robust methodology.

How we use the tool to inform our decision making:

1. **Before starting a project** we input the details of the project and compare them against alternative solutions to see which option will deliver the greatest social value for our customers and prioritise our options accordingly.
2. **To compliment traditional Cost Benefit Analysis (CBA)**, allowing our teams access to additional data to compare the CBA outputs with the social value delivered to justify and prioritise projects with a greater social return on our investment.
3. **After we finish a project** to evaluate the success of a project and consider whether an initiative should be amended or discontinued if it was not delivering the desired additional value back to our customers.

How we have developed our SROI tool even further this year:

We were the first DNO to consistently apply this SROI methodology back in 2018 and since then we have taken great strides to continually improve the robustness of our approach as part of our programme of continuous improvement. We believe this helps to ensure our investments are tailored in a way that best serves our stakeholders, customers and communities. **This year we have:**

- **Taken a leading role** to embed this methodology across the industry. We set up a working group with all DNOs and key stakeholders including Ofgem and Citizens Advice to develop a consistent framework to be adopted industry-wide. This allowed for a more effective comparison of outcomes delivered by all DNOs. This group, guided by ourselves and Sia Partners, agreed on a standardised framework and as a result, has now been adopted by all DNOs.
- **Improved the accuracy and robustness of reporting** by taking on board Ofgem panel feedback to only use WtP values to inform the prioritisation of our activities rather than the social value delivered. As a result, and in line with the new industry-wide methodology we have removed all WtP values from our SROI models this year, focusing on social proxies gathered from reputable sources, including the government and academia, in addition to the industry-wide central proxy bank.
- **We took a conservative approach to social valuation.** We only monitised likely outcomes of our initiatives and took conservative assumptions as to the likelihood of their impact.
- **Further embedded the use of the tool within our business** – we held **14 workshop sessions** in key areas of our business to further embed use of the SROI tool within our teams in relation to projects and initiatives.
- **Sought external assurance of our 2020/21 SROI calculations** from Sirio Strategies to provide independent assurance and audit of our valuations.
- **Presented the tool at our Strategic Stakeholder Panels** for feedback on our approach. Panel members viewed the mechanism positively, feeding back that we should share our valuations with project partners. In response, we have now done this with stakeholders such as EON and Smarter Grid Solutions on our Maidenhill and ANM Dunbar projects.

Measuring the social impact of iDentify

Our iDentify project uses Artificial Intelligence (AI) recognition technology to crowdsource asset data and customer devices to inform our records, whilst reducing aborted calls and also offers training and guidance to field staff on SPEN assets. (See Page 10 for further details of the project and benefits).

Reporting figures – after just 1 year	
Total cost	£222,143
Total gross present value	£1,690,734
Net present value	£1,468,591
SROI	£6.61

Annual savings

- **Annual saving of £432,352 on customer bills** by elimination of aborted visits, saving over 10,000 physical visits annually.
- **Annual saving of £1,258,382** will be made from reduced fault costs through pro-actively identifying outdated cable heads at risk of over-heating (15% of all faults are due to overloaded cables).

Additional benefits:

Asset data collection – estimated cost of door knocking to collect asset data cost £32,375,913.

Travel reduction – CO_2 savings, without need to physically attend sites.

Time saved for customers – Getting customers back on supply immediately by addressing trip switches via the app.

These benefits will require further analysis this year, we have not included these to ensure our figures are as conservative as possible.

By applying this project to our SROI tool we were able to see that for every £1 we invested, £6.61 of value will be delivered back to customers within the first year. This is exceptional value and provided evidence that we not only shared learnings with other DNOs but that we engage with the Energy Networks Association to share the wider benefits to society.

Following this engagement, it will now be rolled out across every DNO. Leveraging machine learnings and digital technology it will deliver exceptional savings and benefits to all customers across GB.

Develop a network that's ready for Net Zero

We are already prioritising actions to tackle the climate change emergency and achieve Net Zero, delivering £4.8 billion of investment into our network areas in North West England, Wales and Scotland from 2015 to 2023. We are preparing the electricity grid to enable the transition to low-carbon transport, heating and the connection of more renewable generation. With a critical role to play in the energy system transition, we are working with stakeholders to understand the optimal services and solutions we can deliver as Distribution Network Operator (DNO) and to support our transition to Distribution System Operator (DSO). Within this section, we have provided detail of outcomes delivered this year from initiatives borne from our engagement with stakeholders. With these flexible and smarter solutions we are future-proofing security of supply, whilst transforming our network to deliver for customers in a new electric world, ensuring no community is left behind.

Key outputs

- ✓ 75,945 engagement reach
- ✓ 48 outcomes
- ✓ £32.7m* customer value

More than **£30m** of network investment deferred through flexibility services

1.5 million MW hours generated at ANM Dunbar over 5 years

Customer saving of up to **£2.6m** expected in connection costs through Project PACE

Meeting customer requirements as the UK transitions to Net Zero

Enabling a smarter network through flexibility services

Embedded

We are leading the way in exploring alternatives to traditional reinforcement alternatives through commercial solutions.

Stakeholder said:

This year, we engaged with 138 stakeholders across four webinar events. Feedback from our Low Carbon Flexibility and Innovation Conference told us we must continue to focus on flexibility services as a priority. Stakeholders want to be kept informed of emerging opportunities.

We did:

- ✓ Launched our largest tender for flexibility services to procure 337MW at 1,138 locations, including low voltage flexibility.
- ✓ Raising awareness through engagement undertaken via webinars, social media, trade press and direct contact with stakeholders.
- ✓ As of 2021, we will release two flexibility tenders per annum with the next one in May 2021.
- ✓ Collaboratively, launched 'Flexible Power' platform with SSEN, NPg and WPD and now using it to dynamically manage our contracted services.
- ✓ Supporting stakeholders to prepare and consider future flexibility tenders, e.g. we have set up community flexibility consortium to investigate flexibility options for Energy Local Bethesda Home Hub Project.
- ✓ Awarded contract to develop a DSO platform to test the Universal Smart Energy Framework (USEF) flexibility market model, live trials scheduled for July 2021.

For every £1 cost = £3.50 value
*expected societal benefits over 5 years for **Awarded flexibility contracts** project*

Outcomes

- Enabled £30m of infrastructure investment to be deferred as a result of contract awards.
- Awarded three flexibility services contracts for 53.3MW for period 2020–23.
- Encouraging response from providers to 2020 tender with more bidders participating, enabling us to identify level of capacity available in areas to benefit the network and assess viability of using flexibility.
- Bids accepted from seven providers with 140MW awarded across 55 sites for period 2023–2028. This will reduce need for network reinforcement and provide customers the chance to benefit financially.
- Network users enjoy the ease and convenience of process and system standardised across much of the UK. Lowering costs and facilitating the use of flexibility as we progress to Net Zero.

Developing the network of the future – increasing renewable generation

Enabling low carbon generation through Active Network Management (ANM)

Embedded

In 2013, we developed the Accelerating Renewable Connections (ARC) Project in Dunbar and Berwick to facilitate connection of 160MW of low carbon generation projects several years ahead of planned reinforcement works. This project at Dunbar, has now came full circle in 2020 and has been an outstanding success both in terms of direct benefits to the customers connected but also delivered wider economic benefits to local communities.

Stakeholder said:

Stakeholders wanted flexible solutions to be able to connect to our network in areas of constraints.

We did:

- ✓ Completed network reinforcement works to support five connected generators.
- ✓ We are now considering one of these larger connected sites as a potential for blackstart capabilities.

- ✓ Engaged stakeholders including customers, Smart Grid Solutions, SP Transmission and National Grid ESO to agree new connection arrangements to the grid with each customer and removed need for ANM.
- ✓ Following learnings of this project, we received funding to bring forward roll-out of multi-GSP (Grid Supply Point) ANM at Dumfries and Galloway, enabling connection of 500MW of generation and £40m of benefit in local region. A similar system will be installed across our SPM licence in 2021 with initial focus on North Wales (between 175MW and 215MW of additional network capacity could be released here).

For every £1 cost = £1.96 value
*expected societal benefits over 5 years for **ANM Dunbar***

Outcomes

- Over 1.5 million MW hours of generation managed in last five years with estimated value of up to £115m.
- 500,000 tonnes of CO_2 saved – equivalent to over 98,000 passenger vehicles driven for one year.
- 55 full time jobs supported at Dunbar Energy Recovery Facility (ERF), boosting East Lothian economy by £20–£30m since 2018.
- Due to the early connection, a windfarm has provided £175K of funding per annum to local community/charitable projects.
- Berwickshire Housing Association will use revenues to build 500 affordable homes over 25 years (making Hoprigshiels Windfarm the first in the UK to use revenues to build social housing). Without early connection, this would not have been possible.
- As a result of this project, ANM has progressed, having shifted from the original ARC project to ANM on a wider scale and now being fully embedded across our business.

*Customer Value is 'Total Profit Value' derived from SROI measurement of selected projects only.

Accelerating access to electric vehicles for everyone

Supporting a Just Transition to EV charging through Project PACE

Embedded

Project PACE is being delivered through our strategic EV partnership with Scottish Government formed in 2019, creating over 40 electric vehicle charging hubs across Lanarkshire consisting of fast and rapid chargers. The project is a test bed, demonstrating an innovative DNO led model for the site selection and delivery of public EV charging. If we are to encourage the uptake of EVs and deliver a Just Transition, we must provide access to public chargers for everyone. Through this project, we have targeted areas and communities where the commercial market has not yet delivered and is unlikely to in the short to medium term. Without Project PACE, these communities would not have access to public EV charging.

Stakeholder said:

This year we engaged over 2,000 stakeholders via consultations, webinars, written correspondence and bi-lateral meetings specifically on electric vehicles. Stakeholders told us to consider all customers when looking at EVs solutions and it must be fair and accessible for everyone.

"Consider that domestic EV charging may not be the only approach in the future, especially post Covid, as more people may be likely to charge at hub locations such as at work, at service stations or in car parks."

Strategic Stakeholder Panel, October 2020

We did:

- ✓ Ongoing engagement with Transport Scotland, Scottish Government, local authorities, local beneficiaries and equipment suppliers and installers to ensure we continue to deliver optimum solutions for local communities and our strategic stakeholders.
- ✓ Carried out optioneering to determine appropriate sites, addressing consumer need and connections costs to the grid.
- ✓ Engaged Mobility and Access Committee for Scotland (MACS), taking them on site visits to assess requirements for disabled and pram users to help us understand the needs of this hard to reach group and act accordingly.
- ✓ Modified all subsequent installations following stakeholder feedback which highlighted the need for space between vehicles for disabled users.
- ✓ As a result of this project, we have now invested £1million from our Green Economy Fund to support Lanarkshire community transport groups in purchasing 13 electric vehicles including six electric minibuses, six electric people carriers and one electric car.

Outcomes

- 30 charging hubs installed to date, all now live. A further 14 scheduled for installation by late Spring 2021.
- Public charge points supported over 14,900 charging events.
- 260MWh of energy to electric vehicles and enabled 912,940 miles to be driven using clean, green transport, removing 170 tonnes of CO_2 the same as charging over 17m smartphones.
- Total saving of up to £2.6m in expected connections costs – a saving of between 50% and 66% across the 44 selected hubs.
- Scaling up this site selection across Scotland would cost c. £7.5m, for 430 EV charging hub locations, around 1,730 chargers and could save more than £26m in connections costs.
- Scaling this activity across UK would cost c. £94m, for 5,200 hub locations, 21K chargers and could save £310m in connections costs.
- This project represents a huge step to encourage the use of electric vehicles for those customers with no private or off road charging options – leaving no one behind.
- Facilitating discussion with Scottish Government and Welsh Government to develop same model in Wales, in partnership with WPD.

For every £1 cost = £8.08 value
expected societal benefits over 5 years for ***Project PACE***

Working with stakeholders to facilitate their journey to Net Zero

Supporting decarbonisation of transport and heat on a wider scale

Developing

If we're going to meet our national and local Net Zero targets, major changes are required quickly to reduce emissions from both transport and heating. We are working closely with our stakeholders to ensure a joined up approach that supports their individual needs and helps us plan and facilitate the significant impact of increasing demand on our networks.

Stakeholder said:

Feedback from bi-lateral engagement with regional government stakeholders and our Connections Panels told us stakeholders want us to keep them informed of industry changes, market opportunities and most efficient methods of integrating new low carbon technologies to support all customers.

We did:

Electric vehicles

- ✓ Feasibility studies provided to 22 local authorities across Scotland, England and Wales.
- ✓ Detailed analysis carried out for stakeholders in Liverpool City Region, Cheshire & Warrington LEP, Transport Wales, Welsh Government for Zero Carbon Refuelling Stations, petrol stations, public car parks, ferry terminal, airport and 44 trunk road locations across North Wales.
- ✓ Working with Transport Scotland, First Bus, and SSEN on Bus Decarbonisation Taskforce to co-design a pathway to a decarbonised bus fleet.

Heat

- ✓ Our Re-Heat Project, supported by Scottish Government will trial domestic heat pumps across 150 homes in primarily off gas grid areas.
- ✓ Developed a Heat-Up model to understand where and when electric heating solutions will come online across our network areas, allowing us to plan necessary infrastructure to ensure a safe and resilient supply and inform stakeholder Net Zero investment planning.
- ✓ Working closely with Scottish Government on Heat Electrification Partnership, sharing learnings and aligning strategies.
- ✓ Informed Scottish Government Heat in Buildings draft strategy using our DFES.
- ✓ Members of the Scottish Government New Build Heat Standard – Zero Emissions from Heat Working Group.

For every £1 cost = £1.40 value
expected societal benefits over 5 years for ***Re-Heat Project***

Outcomes

- Our analysis and solutions enabled Liverpool City Council's new Climate Change Action Plan. Connections planning now underway to support delivery of their transport strategy.
- Through our partnership with Cheshire & Warrington LEP, we're promoting and supporting a single transport strategy across three local authorities.
- Following our work for bus and train station carparks for Welsh Government we're now progressing connection applications for two rapid chargers at eight locations.
- Outputs from our EV-Up and Heat-Up modelling projects have informed multiple projects including our DFES, Project PACE, our response to the Scottish Government Heat in Buildings strategy and projects with Welsh Government and local authorities in our Manweb licence.
- Roll-out of our Re-Heat project could defer reinforcement in 606 clusters across our patch saving £54m by 2040 and reductions on customer bills by £132 per annum.

Be a trusted partner for our customers, communities and stakeholders

The evolving needs of our customers and stakeholders are placing new demands on the role of networks, therefore it is our top priority to partner with our stakeholder and communities to help them achieve their goals. We are challenging ourselves to look at new and innovative ways to adapt and deliver the network of the future, whilst continuing to provide industry-leading customer service. We prioritise looking after our most vulnerable customers and place them and other hard to reach stakeholder groups at the centre of our engagement and business decision making process. Our Part Three submission demonstrates how we continued to meet the needs of customers in vulnerable situations over 2020/21. Last year, we launched our Zero Carbon Communities initiative aimed at facilitating community energy schemes. By recognising there is no 'one size fits all' model, we continue to work at a local level to give stakeholders, customers and communities a stronger voice, providing support to deliver a greener energy future for all.

Key outputs

- ✓ 192,740 engagement reach
- ✓ 62 outcomes
- ✓ £40.5m* customer value

1st DNO in the UK to facilitate innovative 'PD Hero' solution

Only utility globally to achieve BSI certification for Customer Service & Inclusive Service

Empowering stakeholders to estimate load requirements for LCT demands

Delivering smart, flexible network solutions avoiding traditional network reinforcement

Pioneering European technology through our PD Hero project

Developing

With ambitions to increase use of low carbon technologies, stakeholders faced challenges of load restrictions at a new build site of over 800 houses. Costs to upgrade network capacity were prohibitive and would have resulted in higher house prices for home buyers. Project will support a Just Transition on a scalable version using benchmarking and learnings from outside the UK.

Stakeholder said:

Through regular operational, technical and contractual working groups, led by us, stakeholders had concerns regarding network capacity issues and implications of increased LCTs on the network.

"This collaboration is enabling a fair and just energy transition by maximising use of locally generated renewable energy, enabling LCTs in constrained parts of the network, allowing a more strategic approach to network investment. SPEN's enthusiasm, drive and input has been essential throughout and from my perspective could not have been any better."

Senior Business Innovation Manager, E.ON

In partnership:

E.ON, Energy Assets, petriebuchanan, CALA Homes, Taylor Wimpey, miller homes

We did:

- ✓ Led an innovative a partnership with EON, iDNO, house builders and development consultants to consider alternative smart solutions.
- ✓ Facilitated deployment of a new control system to monitor import/export loads and manage assets to conform to existing capacity.
- ✓ Installed innovative hardware solution 'PD Hero' to shift and balance load, smooth peaks and avoid exceeding network capacity.
- ✓ This solution is currently only used in Scandinavia, this is the first time it has been adopted by a DNO in the UK.

For every £1 cost = £4.46 value
expected societal benefits over 5 years for ***PD Hero Partnership***

Outcomes

- With cut off for installation of gas boilers in new build homes only three years away, builders can begin adopting electric heating solutions early, supporting with upskilling required workforce and addressing supply chain issues.
- Builders have been able to install higher amount of low carbon technologies rather than curtail generation to avoid costly network reinforcement.
- This innovative partnership serves as a lighthouse project, highlighting the road ahead for DNOs, house builders and other relevant players in energy industry.
- c.7m of cost savings for stakeholders on upgrade of network infrastructure.
- Consumers will enjoy a fully electrified, energy efficient home, as loads will be shifted and balanced to intelligently smooth demand peaks.
- Shared learnings with other iDNOs and DNOs, looking at sites with local authorities in Edinburgh, Renfrewshire, Stirling and Fife for further roll-out.
- We are working in partnership with all stakeholders to share learnings, with the potential for this solution to be adopted across the UK to benefit the wider industry.

Supporting customers with new service solutions

Demand calculator – providing customers faster access to network information

Developing

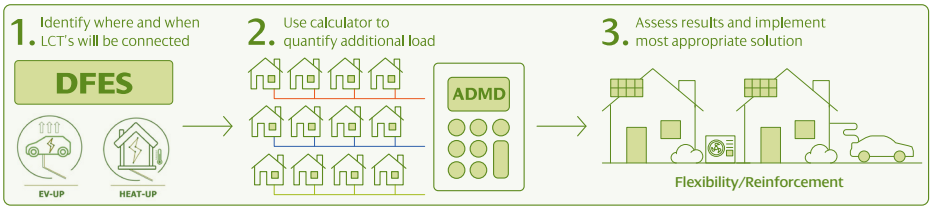
In 2018, we partnered with CALA Homes, monitoring sites to illustrate impact of modern living on energy consumption and shared learnings with other national builders and Homes for Scotland. Through this engagement, this year we have now developed an innovative SPEN calculator tool for them to independently and accurately quantify load requirements of low carbon technologies.

Stakeholder said:

Connections Panels and industry bi-lateral meetings highlighted the challenge of forecasting capacity required for LCTs. This is a significant pain point causing cost and timing overruns for much-needed housing developments.

We did:

- ✓ We pilot tested tool with 30 stakeholders and incorporated feedback, including creating a user guide.
- ✓ Collaborated with SSEN to create a common tool to be used across Scotland.



Outcomes

- Eight key stakeholder organisations now on board with tool and engaging through test sessions.
- A consistent tool across Scotland means a single source of truth for stakeholders regardless of geography.
- Stakeholders can now conduct their own capacity requirements, helping estimate quotes.
- Working with ENA to embed across all DNOs to benefit the whole of the UK.
- Tool has been used to support ED2 investment forecasting to benefit future projects.

*Customer Value is 'Total Profit Value' derived from SROI measurement of selected projects only.

Empowering communities to lead the way in decarbonisation

Zero Carbon Communities – Community Energy

E Embedded

Community energy groups have an essential role to play in the Net Zero transition, providing local energy solutions and influencing necessary behavioral changes specific to the needs of the local area. Through our work with Think Tank WPI Economics and creation of our Zero Carbon Communities Hub, we are helping organisations with planning and development of their projects. This year, we engaged more on community energy, building on work in this area and gaining wider stakeholder insight and building this into our plans.

Stakeholder said:

"SPEN should be looking to provide advice to communities but at the very minimum they should be looking to facilitate the sharing of information with community leaders."

Business & enterprise group, Community Energy Roadshow 2020.

We hosted a Community Energy Roadshow with Community Energy Scotland, held multiple bi-laterals and engaged senior industry experts at our Strategic Stakeholder Panels such as Community Energy Scotland, England and Wales, Energy Action Scotland and Local Partnerships LLP.

We did:

- ✓ Contracted Community Energy Scotland, with support from CE England and CE Wales to create our Community Energy Strategy.
- ✓ Held GB-wide Community Energy workshop with 58 stakeholders in partnership with Community Energy Scotland, England and Wales.
- ✓ Provided funding towards Community Energy Scotland's 'Community Energy Futures' (online tools and educational training).
- ✓ Organised and established topics for two All-Energy, Community Engagement webinars, presented by our Customer Service Director and Network Planning & Regulation Director – 880 unique views across both events.
- ✓ Sponsored Community Energy England and Community Energy Wales 2020 survey and State of the Sector Report – allowing communities to provide their data and experiences to inform future support and policy.
- ✓ Created new dedicated Community Energy Booklet to support communities and provide guidance through the Connections process aimed at all levels from those with limited knowledge through to complex connections applications.
- ✓ Following the launch of our Zero Carbon Communities Hub, we're working with two new community energy projects providing analysis, future energy scenarios, off-grid solutions and carrying out consumer surveys.

Ynni Llyn – provided dedicated resource to a project in a rural area of Wales with 43% of locals suffering from fuel poverty and 69% in transport poverty.

Tanygrisiau Community Heating Project – off gas grid area with high fuel poverty looking at future solutions for affordable heating – provided dedicated resource to carry out 20 year forecasting and provide solutions.

For every £1 cost = £7.13 value
expected societal benefits over 5 years for ***Community Energy Strategy***

Outcomes

- The analysis of our proposed Community Energy Strategy by Economic Insight suggests that if our strategy is realised, it could contribute to an overall reduction in energy bills of c. £18m, carbon savings of c. £7m, and increased GVA of c. £62m over RIIO2.

Ynni Llyn Community Energy Project

- Provided 21 off-grid distributed generation solutions, five have progressed to detailed design, the proposed solution being a 'Business Energy Co-op' in Aberdaron Energy.
- The project has been able to make a robust application for ReFLEX funding with our support and network analysis.
- Funding survey to 7,787 domestic properties and small businesses to locate best locations for EV charge points.

Tanygrisiau Community Heating Project

- Based on our feasibility studies and future options for potential heat network solutions, they have now received funding from Welsh Government and project is going ahead. They have also submitted an application for Green Recovery Funding.

"As a small rural community we have a greater reliance on the local electricity network as we move towards electric vehicles and new forms of heating for our homes. We are extremely grateful for the support we continue to receive from SP Energy Networks, who are using a flexible approach and new technologies to boost tourism and help provide economic growth in a rural area where it is desperately required."

Wil Parry, Ynni Llyn

Taking a leading role to address the climate change emergency

Partnering with stakeholders to deliver Net Zero ambitions

P D Planned and Developing

As we emerge from the Covid-19 crisis, we are working with stakeholders to unlock the opportunities on the path to Net Zero as we plan for the future. We recognise the huge opportunity COP26 will bring for the UK and how together, we can play our part to deliver on Net Zero ambitions. We're engaging with stakeholders across Scotland, England and Wales to deliver projects focused on generation, transport and heat.

Stakeholder said:

We carried out extensive engagement on Net Zero and Green Recovery through panels, workshops and bi-laterals. Feedback from our panels this year told us we need to take a collaborative approach with local authorities to gain a greater understanding of regional requirements to inform our investment strategies.

We did:

- ✓ Joined Board of South of Scotland Energy Transition Group with Scottish Government.
- ✓ Our Chief Operating Officer is on the Board of 'Sustainable Glasgow' and is Chair of it's supporting 'Green Recovery Hub', as a driving force for action, working with leading organisations including Glasgow City Council, Scottish Enterprise, Universities of Glasgow and Strathclyde, Glasgow Airport and Deloitte.
- ✓ Partner on nine innovation projects and 11 sustainable development boards across England and Wales.
- ✓ Set up COP26 Steering Group, focusing on delivery of over 60 green projects focused on accelerating Net Zero.
- ✓ Following success of secondment into Liverpool City Region Combined Authority, we have seconded a member of staff into Welsh Government as part of our strategic optimisation programme to develop joint future scenarios for Wales using data from NGESO, WPD and SPEN DFES.
- ✓ Working with Ofgem, DNOs and ENA to accelerate network investment in ED1, through the 'Green Recovery Scheme'.
- ✓ Engaged with our Strategic Stakeholder Panels to steer engagement plan to select appropriate projects.
- ✓ Stakeholder mapping to broaden reach for relevant local knowledge and understanding of projects linked to sustainability and tackling climate change to deliver maximum benefit for customers.

Outcomes

- Established 'Green Recovery Hub' charter, encouraging SMEs who require support to deliver against sustainability commitments. Those who sign up will be supported through Scottish Enterprise Gateway Sustainability Specialists Scheme.
- Committed to the Edinburgh Climate Compact to support the city's ambition of reaching Net Zero by 2030, reducing emissions through our operations, influence and leadership and our transport and buildings.
- Cheshire & Warrington LEP published Digital Masterplan with 'live' system data from 700 of our network monitors.
- Based on our analysis, E-Port Energy have published Strategic Investment Plans to accommodate a whole systems approach.
- Received over 160 applications for 'Green Recovery Scheme' investment, with 45 projects, worth £62.5m submitted to Ofgem.
- All projects selected align with Scottish Government's Climate Change Plan 2018–32 and strategic priorities of Local Governments in England and Wales.

Ready our business for a digital and sustainable future

With increased dependency on electricity, we are leading the way looking at new, innovative ways to deliver power to our communities. We have been working with our stakeholders to understand the challenges to the future of electricity distribution and what that means for our business and the wider society, and how digitalisation is playing a significant role in how we keep up with demand in a fair and sustainable way. First and foremost, our workforce will have to develop new skills and capabilities to bridge the gap between todays ways of working and the future energy system – we must strike a delicate balance to ensure reliability, safety and successful investment, while meeting the data needs of customers.

The Covid-19 crisis has highlighted the urgency in which we must respond, to address climate change and how important it is to deliver a green recovery. Our stakeholders are informing how we do this quickly, supporting a Just Transition whilst driving economic growth on the path to Net Zero – securing investment, creating jobs, boosting our domestic supply chain and ensuring no one is left behind. Together with stakeholders, we are working to meet climate change targets and enable the transition to a low carbon economy, dedicated to our commitment to be a sustainable and environmentally responsible organisation.

Key outputs

- ✓ 894 engagement reach
- ✓ 48 outcomes
- ✓ £8.2m* customer value

Improving customer experience through launch of self service portal

Reduced carbon footprint by 55% *(excluding losses)* since 2013–14

Strategic partnership with Cadent Gas to facilitate **UK's first hydrogen network**

Playing our part in creating a sustainable future

Delivering long-term sustainable benefits through our Sustainable Business Strategy and minimising our environmental impact

Developing

Our journey to Net Zero has been underway for years to reduce our environmental impact, to become a carbon neutral company through supply chain, and recognising the social impacts of our activities. This year, we engaged stakeholders such as regulators, academics, environmental and youth climate groups, renewables, supply chain and charities to influence our sustainable ambition, including our carbon impact and climate change targets, which support national and international agreements to restrict global temperature increases to less than 1.5°C.

Stakeholders said:

We engaged over 250 stakeholders across 19 events. Feedback from our quarterly Stakeholder Working Group, told us to increase engagement with public bodies and expert stakeholders on carbon reduction, our action plans for Natural Capital Assessment and biodiversity, our vision for social and economic sustainability and sustainable procurement. They asked us to share goals with our supply chain and explore new technologies and innovative ways of reducing carbon.

We did:

- ✓ Enhanced our Sustainable Business Strategy with stakeholders to reflect emerging social and economic aspects to deliver a Just Transition.
- ✓ Engaged on our carbon targets to be more ambitious and go beyond Science Based Targets.
- ✓ On the back of Strategic Stakeholder Panels, we partnered with Sustainability First on the 'Sustainability Principles Project' for government decision makers to align environmental and social interests of consumers and communities.
- ✓ Improved supply chain reporting through introduction of 'SmartWaste', reporting carbon footprint and circular economy data, helping us manage data, compliance and performance.
- ✓ Partnered with the Supply Chain Sustainability School, online learning hub to onboard our supply chain to increase their sustainability knowledge, skills and adopt best practice.
- ✓ Introduced new Business Essential Travel only policy, reducing need to travel, save time and money and reduce emissions.
- ✓ Trialled 50% recycled underground cabling.
- ✓ Removed single use plastic from customer winter packs.
- ✓ Delivered annual carbon reduction and maintained our prestigious Planet Mark™ certification.

Outcomes

- Reduced carbon footprint by 55% (excluding losses) since 2013/14.
- New sustainability standard wording included in all procurement documents – wording has been adopted across Iberdrola Group as best practice, bringing further sustainable benefits on a global scale.
- 1,495 tonnes of CO_2 saved per annum through new business travel policy – equivalent to planting 24,000 trees.
- 30 tonnes of CO_2 saved per annum by addition of 15 electric vans to our fleet.
- 1,150 winter packs distributed using reusable materials saving over 0.25 tonnes of CO_2e.
- Annual reduction of 1,149 tonnes of CO_2e and saving of up to £240K predicted for new recyclable cabling over four year project.
- 882 employees completed climate change e-learning course to further embed sustainability within our business.

For every £1 cost = £4.56 value
*expected societal benefits over 5 years for **recycled underground cabling***

Creating a sustainable workforce, fit for the future

Developing

The transition to Net Zero requires many changes to the way we work and it's crucial we have the skills and experience to evolve and meet the challenges of new technology and digitalisation. We collaborate with expert stakeholders and partners to ensure a broad and inclusive approach to attracting new talent and skills to our industry, combating the skills gap and embracing emerging technologies.

Stakeholders said:

Stakeholders highlighted the issue of an aging workforce and how the transition to a digitalised energy system means we must design comprehensive workforce renewal, development and upskilling programmes for the future.

We did:

- ✓ Our CEO takes a leading role to support government ambition to enhance education, sustainable growth and inclusivity, whilst meeting evolving labour market demands as Chair of Skills Development Scotland and Co-chair of the Scottish Apprenticeship Advisory Board.
- ✓ Broadened recruitment disciplines – data analytics, telecoms systems engineering, cyber security and started graduate apprentices in these fields.
- ✓ Introduced our first digital mentoring programme this year with nine participants.
- ✓ Launched Connected Leaders Community in 2020 to drive personal development, support, innovation and implementation of best practice.

Outcomes

- 77 trainees recruited into workforce renewal programme as part of our core pipeline.
- Eight graduates and three apprentices recruited into data analytics, telecoms/ system engineering and cyber security.
- 33 staff completed leadership potential assessment and have personal development plans to nurture them as future leaders.
- Completed third year of STEM Returners programme and our award-winning Breaking Barriers partnership.

*Customer Value is 'Total Profit Value' derived from SROI measurement of selected projects only.

Delivering a sustainable future through a whole systems approach

Supporting the North West to become a leading force in the zero-carbon economy through industrial decarbonisation

Developing

Through our existing partnership with the Cheshire Energy Hub and five years of engagement with key stakeholders across Cheshire and Warrington, we have worked on a number of projects, providing network analysis to secure UK Government funding applications. We have now brought all these projects together into the Net Zero North West project. As a leading partner, we work with local government, industry experts, Cadent Gas and University of Chester, taking a whole systems approach to support the North West on the journey to Net Zero. Focused on decarbonisation of the UK's largest industrial cluster, which has largest concentration of manufacturing and chemical production and is responsible for 5% of the UK's total energy usage.

Stakeholders said:

We know from stakeholder feedback that decarbonising the North West is critical to the success of the UK achieving its Net Zero ambitions. Our Strategic Stakeholders have emphasised the importance of collaboration and working with other industry players to work together to support economic growth, grow jobs and deliver benefits for wider society.

We did:

- ✓ This project relies on massive connections to the grid. As a key partner, we're network planning early in the process to facilitate individual projects to avoid being a blocker in future. Leading on the connections work package, now at final stage of design.
- ✓ Working with Cadent Gas to facilitate UK's first hydrogen network, capable of delivering 30TWh per annum by 2030. Through this engagement, we're working together on the Decarbonisation Pathway Study for Liverpool City Council and Cheshire & Warrington LEP.
- ✓ Partnered on Eport Energy and Ellesmerport Blueprint projects, providing system design and feasibility analysis for flexibility services in area including DSO, generation, battery storage and hydrogen connections.
- ✓ Working with stakeholders, Uniper, Innovyn, Storengy and Progressive Energy on green hydrogen production projects and associated infrastructure requirements.

Outcomes

- Following our engagement and input over five years on these projects, they have been able to win funding with robust DNO information.
- Bringing the projects together in 2020, we secured funding for this two year flagship, Cluster Plan project for Net Zero North West.
- Stakeholders now have evidence and master plan to show where strategic investment is required on whole energy system, including electricity, gas and hydrogen to achieve Net Zero. Net Zero NW is using this information to lobby government.
- The project is promoting economic growth, protect high-value jobs and create 33,000 new jobs in local area and is set to attract £4bn investment across eight projects.
- The environmental impact will see 10 million tonnes of CO_2 saved per year by 2030 and 40 million tonnes saved per year by 2040.
- The project will make a significant contribution to UK targets to reach Net Zero emissions by 2050 and without our involvement would not be able to go ahead.

2015	2016/17	2018	2019	2020/21
Created partnership with Cheshire & Warrington LEP and key stakeholders to become Cheshire Energy Hub.	*Joined Energy Innovation District and began working on Protos Park project with stakeholders.*	*Part of the consortium that applied for E-Port Energy Project Funding from Innovate UK.*	*Completed E-Port Energy Project and applied for funding for Phase 2.*	*Part of the consortium for Phase 2 of E-Port Energy Project – now Ellesmere Port Blueprint, joined Net Zero North West Cluster Plan consortium and awarded funding for Cluster Plan project.*

For every £1 cost = £2.87 value
expected societal benefits over 5 years for ***Net Zero North West***

Maximising the use of data to deliver the highest levels of service

Evolving our Data Strategy to deliver better outcomes for the future

Embedded

This year, we have taken further steps to transform our network with digital innovation and smarter, more agile network management. These initiatives serve to support our operations and share information with stakeholders. We have worked closely with our stakeholders this year to test and further develop our Digitalisation Strategy and Action Plan – making sure it's built around their insight, feedback and future needs.

Stakeholders said:

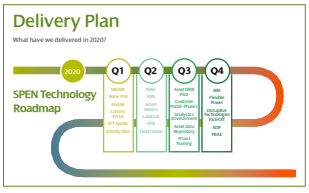
We engaged via stakeholder workshops, consultation, one-to-one dialogue and customer surveys. Feedback from our workshops told us stakeholders want to see us establish data sharing partnerships to develop data sets which are most valuable to communities, businesses and stakeholders. They tell us that data and digitalisation is a two-way street, beneficial to external parties and will allow us to manage the network more efficiently.

We did:

- ✓ Enhanced our Digitalisation Strategy and action plan, published addendum and progress update in December 2020.
- ✓ Created dedicated Digital Team including senior colleagues with skill sets ranging from Business Change, Information Technology and our Centre of Excellence.
- ✓ Carried out Digital Maturity Assessment across every Directorate to understand current and desired digital position.
- ✓ Embedded our data analytics tool, which is used as a basis for most network analysis deeper into our digital ecosystem, informing multiple projects.
- ✓ Launched our 'Energy Data Hub', housing secure, open data in central source for stakeholders.
- ✓ Following a two year stakeholder engagement exercise, implemented 12 enhancements and launched new RAdAR tracking system allowing sharing of data between ourselves and Independent Connections Providers (ICPs).
- ✓ Expanded capabilities in data gathering from the field using iPhone Operating Systems (IOS) devices.
- ✓ Successfully trialled Robotic Process Automation (RPA) techniques to minimise manual data entry and reduce time to gather data from the field.
- ✓ Modernised Land and Planning processes and use of systems to create digitised records, integration of systems and intelligent reporting.
- ✓ Piloting a virtual site/video link up to connect with customers using smart phone cameras in real time.

Outcomes

- Our Energy Data Hub provides greater transparency and data accessibility with added facility to request further information – promoting efficiency in decision making, creating opportunities and quicker process time for stakeholders.
- Robotic tools to analyse data have been integrated across both our Distribution and Transmission licences, providing a whole systems approach. It is also now used in automating our referrals process for additional services we offer to vulnerable customers, saving between one and five hours administrative time per day.
- Helping restore customers off supply quicker and at their convenience through our direct video link up initiative – also reducing need for site visits with a positive impact on travel carbon emissions.



Reducing costs and CO_2 emissions using Artificial Intelligence

iDentify Project

Developing

Finding innovative solutions to manage our operations in a smarter, more agile way is critical to providing our customers with a safe, secure and reliable supply now and in the future. One such digital project is iDentify, our NIA funded project. We recognised a problem, and have pro-actively delivered a solution that will now be scaled up across all DNOs to benefit all customers across GB – going above and beyond our baseline requirements.

Stakeholders said:

Feedback from stakeholders through engagement on our Digitilisation Strategy stated we should focus on the quality of DNO standardised data through effective data management and enhanced visibility, with a focus on data analytics, AI and machine learning.

We did:

- ✓ Developed a successful proof of concept, using Artificial Intelligence and smart phone combination to develop technology that reduces unnecessary trips made by engineers to attend incidents related to the status of asset equipment both in customer homes and external environment.
- ✓ Our technology, to be used by customers and equipment installers assesses images and uses smartphone geo-location to determine asset whereabouts, then, with a tap on the screen, data is returned to us.
- ✓ Engaged key stakeholders such as LCT installers, UKPN, ENA and Octopus Energy to seek their input to help shape the tool.
- ✓ This functionality enables us to assess whether the incident is our responsibility or that of third party companies i.e. distinguishing a SPEN cabinet from a telecoms cabinet without having to attend site.
- ✓ It allows us to gather asset information through crowdsourcing by third parties, e.g. installers of low carbon technologies such as EV chargers.

For every £1 cost = £6.61 value
*expected societal benefits over 1 year for **iDentify Project***

Outcomes

- Annual saving of over £432k of customer bill savings made through elimination of 10,000 annual 'check of safety' false alarm call incidents.
- Annual savings of over £1.2m on customer bills through network fault reductions.
- We can anticipate potential network overloads and impact of low carbon technology devices on the network by gathering growing numbers of asset data.
- Customers and installers have access to tool to assist in identifying assets and receiving instruction to resolve maintenance issues, e.g. tripped switches in customer fuse box.
- Reduction in CO_2 emissions associated with reduced travel by engineers to customer sites.
- This SPEN app is set to become an Energy Networks Association (ENA) industry standard, providing a simpler process for installers to check cable heads and report device installation back to all DNOs, replacing traditional paper form process.

Empowering customers through data sharing

Delivering self service tools to improve our customer experience

Developing

As we develop our network to meet the future needs of our customers and with increasing uptake of low carbon technologies and connections to our network, we anticipate our digital interaction with customers will increase significantly in coming years. In order to deliver the best possible service for our customers, we have launched the first phase of our omnichannel platform to our website to facilitate self service, improving ease of contact and delivering instant resolution for customers where they need it most.

Stakeholders said:

Stakeholder feedback told us we must adapt to meet customer expectations, they require improved access to information and at times of their own convenience.

We did:

- ✓ Developed a phased strategy for an 'OmniChannel' platform, allowing customers to interact digitally to solve any issues.
- ✓ Future proofed platform to facilitate expanded communication channels such as web chat, whatsapp, secure messaging and virtual calling.
- ✓ Launched Phase 1 Connections portal, Phase 2 launching this year.
- ✓ Measuring success of portal through analytics and feedback surveys, listening to customers to deliver continuous improvement.
- ✓ Defined digital roadmap for the future to further develop the platform with new features, for example, online booking system.

Outcomes

- Customers now have more control and can track their new connections application 24 hours per day.
- Customers can upload and view documents, make online payments and interact with our teams at their own convenience.
- Carbon reduction with introduction of electronic signature software, with 19K worth of quotes in last 12 months, saving approx. 285K sheets of paper and 19K envelopes. Indirect savings made on postage and delivery.
- Made financial savings through the use of our Corporate in-house IT Digital Hub Team for development of portal.

Embedded projects

Our PDE mechanism below shows the evolution of a sample number of our projects and initiatives which we have presented in previous submissions, and how the maturity of our engagement and outcomes from the projects have now become 'embedded' within our organisation and are now business as usual.

Initiatives	Planned →	Embedded	Shared best practice
Active Network Management	2013	2020	2020/21
Cheshire Energy Hub	2018	2019	2020
Energy Local Project	2018	2020	2020
Project Charge	2018	2021	2020/21
Cala Homes Partnership	2019	2020	2020/21
EV Up	2019	2020	2020/21
Heat Up	2019	2020	2020/21
Transport Scotland Strategic Partnership (Project PACE)	2019	2020	2020/21
Zero Carbon Communities Online Hub (for Community Energy Project)	2019	2020	2020/21

SP ENERGY NETWORKS

SP Energy Networks
SP House
320 St Vincent Street
Glasgow
G2 5AD

spenergynetworks.co.uk