00:00:00:06 - 00:00:05:22

Hello, I'm Nia Lowe, Head of Distribution System Operator at SP Energy Networks.

00:00:05:22 - 00:00:11:00

What is DSO? It's a question I get asked a lot, and the answer?

00:00:11:00 - 00:00:16:11

It starts with how much our energy system has changed and how fast.

00:00:16:11 - 00:00:23:14

Traditionally, electricity flowed one way, from large power stations, through the grid, to our homes and businesses.

00:00:23:14 - 00:00:34:17

We relied on three separate fuel sources, electricity, gas for heating and cooking, and petrol or diesel for our cars. But that's changing fast.

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Electrification is transforming everything. Today you might live near a wind farm.

00:00:40:23 - 00:00:46:11

Your home might generate power through solar panels. You might drive an electric vehicle, run a heat pump.

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Maybe even store energy and sell it back to the grid. Suddenly, the electricity network

00:00:53:14 - 00:00:56:12

isn't just something that delivers power,

Internal Use

00:00:56:14 - 00:00:59:22

it's something we all interact with every day.

00:01:00:03 - 00:01:02:11

That's where DSO comes in.

00:01:02:11 - 00:01:06:23

Our role as a DSO is to make this new energy system work

00:01:06:23 - 00:01:08:07

for everyone.

00:01:08:15 - 00:01:09:24

That means managing local

00:01:09:24 - 00:01:11:12

constraints in real time.

00:01:12:04 - 00:01:14:22

It means unlocking grid capacity faster,

00:01:15:10 - 00:01:17:14

giving you better access to data,

00:01:18:01 - 00:01:22:24

and making sure our system is smart, flexible, and reliable.

Internal Use

00:01:23:06 - 00:01:25:11

And we're not doing this alone.

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Our strategy is built on what you told us matters most.

00:01:30:00 - 00:01:41:14

Faster grid connections, fewer barriers to flexibility markets, higher quality, more accessible data, and a stronger voice in how we plan.

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Here's what we've delivered so far.

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More capacity, helping to connect more electric vehicles, heat pumps, renewables and storage. Inclusive flexibility. We've removed blockers like minimum capacity requirements, and shifted to months ahead markets, boosting participation.

00:02:00:11 - 00:02:10:04

Smarter data. Our Open Data Portal now hosts more datasets and user guides, making it easier to access the insights you need.

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Better network visibility and analytics to connect you quicker,

00:02:15:06 - 00:02:20:06

and even predict potential faults before they happen, minimising disruption to you.

00:02:20:22 - 00:02:23:01

Internal Use

We're not just running a network,

00:02:23:01 - 00:02:25:03

we're delivering a service.

00:02:25:06 - 00:02:34:20

And we want to build this smarter system with you. Your insight drives every improvement we make. So here's how to get involved.

00:02:34:20 - 00:02:37:10

Got a question, idea or challenge?

00:02:37:11 - 00:02:38:18

Email us.

00:02:42:04 - 00:02:43:24

Need data or insights?

00:02:44:05 - 00:02:46:00

Visit our open data portal.

00:02:47:06 - 00:02:48:24

The energy system is evolving,

00:02:49:03 - 00:02:55:06

and so are we. Let's keep that momentum going. Let's shape it together.

Internal Use