



Scottish & Southern
Electricity Networks

TRANSMISSION

Annual Engagement Plan Feedback Report October 2023



About us

We are SSEN Transmission, the trading name for Scottish Hydro Electric Transmission.

We are responsible for the electricity transmission network in the north of Scotland, maintaining and investing in the high voltage 132kV, 220kV, 275kV and 400kV electricity transmission network.

Our network consists of underground and subsea cables, overhead lines on wooden poles or steel towers, and electricity substations. It extends over a quarter of the UK's land mass, crossing some of its most challenging terrain.

Our first priority is to provide a safe and reliable supply of electricity to our communities. We do this by taking the electricity from generators and transporting it at high voltages over long distances through our transmission network for onwards distribution to homes and businesses in villages, towns and cities.

Our operating area is home to vast renewable energy resources and this is being harnessed by wind, hydro and marine generation. Working closely with National Grid, the GB transmission System Operator, we also enable these electricity generators to connect to the transmission system by providing their connections and allowing the electricity generated by them to be transported to areas of demand across the country.

Scotland's transmission network has a strategic role to play in supporting delivery of the UK and Scotland's Net Zero targets. We're already a mass exporter of renewable energy, with around two thirds of power generated in our network area exported to demand centres further south. By 2050, the north of Scotland is expected to need 40GW of low carbon energy capacity to support net zero delivery. For context, we currently have around 9GW of renewable generation connected in the north of Scotland.

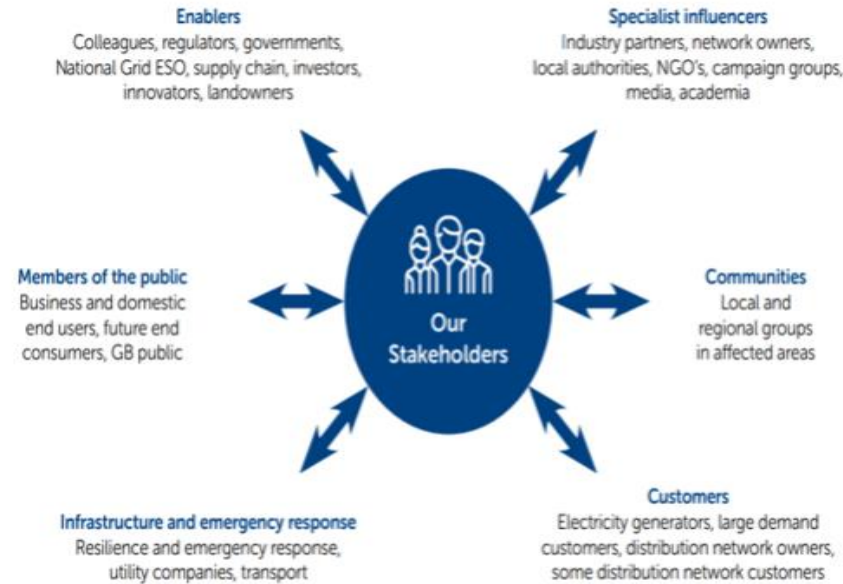
Following a minority stake sale which completed in November 2022, we are now owned 75% by SSE plc and 25% by Ontario Teachers' Pension Plan Board.

As a stakeholder-led business, SSEN Transmission is committed to inclusive stakeholder engagement, and we conduct this at an 'Advanced' level as assessed by AccountAbility, the international consulting and standards firm.

Find out more: www.ssen-transmission.co.uk

Our Stakeholders

SSEN Transmission adopts AccountAbility's definition of 'stakeholder' which is *"any individual, group of individuals, or organisations that affect and/or could be affected by [our] activities, products or services, and/or associated performance"*.



Stakeholder Engagement Strategy

Our Stakeholder Engagement Strategy has been created based on our stakeholders' input, alongside extensive research into best practice. The strategy sets out our clear aim and ambitions, the objectives for achieving these, and our principles which guide how we engage. To find out more please visit:

[Our Stakeholder Engagement Strategy - SSEN Transmission \(ssen-transmission.co.uk\)](https://www.ssen-transmission.co.uk)

Introduction

Each year we review the feedback gathered from you, our stakeholders to identify the common themes you have encouraged us to engage on and areas where you want us to make improvements or play a more active role in industry change. We publish these in our Draft Annual Engagement Plan, which includes a summary of our proposed stakeholder engagement initiatives for the coming year.

This year's draft plan was consulted on in May 2023, where we welcomed comments and feedback from all our stakeholders; this helped to finalise our Annual Engagement Plan for 2023/24.

Stakeholders were notified by email, directly with their SSEN representative or by various social media channels about the consultation period. Feedback was received through responses to the survey or by email. Analysis of the feedback confirmed that feedback was positive and that all consumer groups were represented.

Engagement process

Who

We contacted 2,990 stakeholders from our stakeholder database and internal teams were asked to forward the consultation details to key stakeholders to ensure all representative groups had the opportunity to take part.

How

Stakeholders were contacted by email. Details of the consultation were also posted on the SSEN Transmission website, LinkedIn and Twitter channels.

When

The consultation was open to responses on our website from 17 May to 2 June 2023. After the consultation closed, we collated and analysed all the feedback received via email, survey responses, and directly to internal teams.

Stakeholder participation

- 2,990 stakeholders emailed to invite them to give their views on our draft plan.
- 23 external stakeholders responded to our consultation.
- Analysis of stakeholder feedback shows all stakeholder groups were represented.
- The most popular subject for input was the Energy Policy Transformation, this was clearly the top priority for stakeholders. This was very closely followed by Pathway to 2030 and Connections Reform.

Analysis of Feedback

Our Draft Annual Engagement Plan divided our engagement priorities into 9 key themes. The consultation survey asked our stakeholders to evaluate the importance of the themes included in our plan.

- 69% of respondents scored the Energy Policy Transformation as important or very important.
- 68% of respondents scored Pathway to 2030 and Connections Reform as important or very important.
- Delivering on net zero and energy security remains a key priority from our stakeholders.
- Feedback confirmed all stakeholder groups are represented in our feedback.
- Response figures were lower than in previous years. We will actively explore opportunities to strengthen engagement in future consultations.

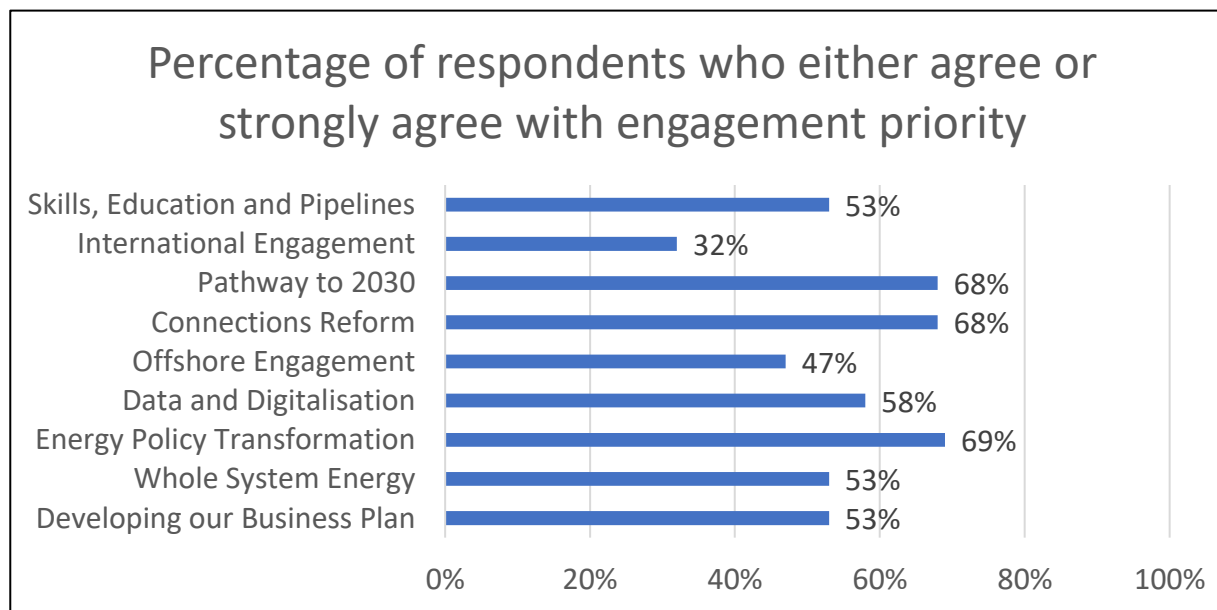


Table 1: Percentage of respondents scoring 4 (important) or 5 (very important) for each initiative

The responses to our Draft Annual Engagement Plan consultation confirmed to us that the stakeholders that responded agreed with the key themes to engage on.

Next steps based on your feedback

Following business updates and taking into consideration all feedback received from our stakeholders, we updated amended our Draft Annual Engagement Plan and published our Annual Engagement Plan 2023/24 on the SSEN Transmission website.

How to get in touch

Feedback on our engagement priorities and practices is welcome from all our stakeholders throughout the year. Any stakeholders who wish to contact us or wish to provide input on any of the initiatives within our Annual Engagement Plan can email us at transmission.stakeholder.engagement@sse.com.

Accessibility

Please let us know if you require information in an adapted format such as a paper copy, large print or braille and we will work with you to accommodate your preferences. We are happy to accommodate all reasonable requests for adapted communications and if you are unable to reach us online or by email, you can also write to us at SSEN Transmission, Grampian House, 200 Dunkeld Road, Perth, PH1 3AQ.

We offer the Recite Me assistive toolbar to help provide an accessible website to our stakeholders, customers and colleagues. This enables them to customise their digital experience to suit their own specific needs.

Features include customisable styling features, multiple reading aids, and a translation tool with over 100 languages including 65 text-to-speech. Our website users can launch the Recite Me assistive toolbar by clicking the yellow treble-A icon  on our website: www.ssen-transmission.co.uk



Recite me



Scottish & Southern
Electricity Networks

TRANSMISSION