



Scottish & Southern
Electricity Networks

TRANSMISSION

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**Annual Engagement Plan
Consultation 2022/23**
Stakeholder feedback report
October 2022

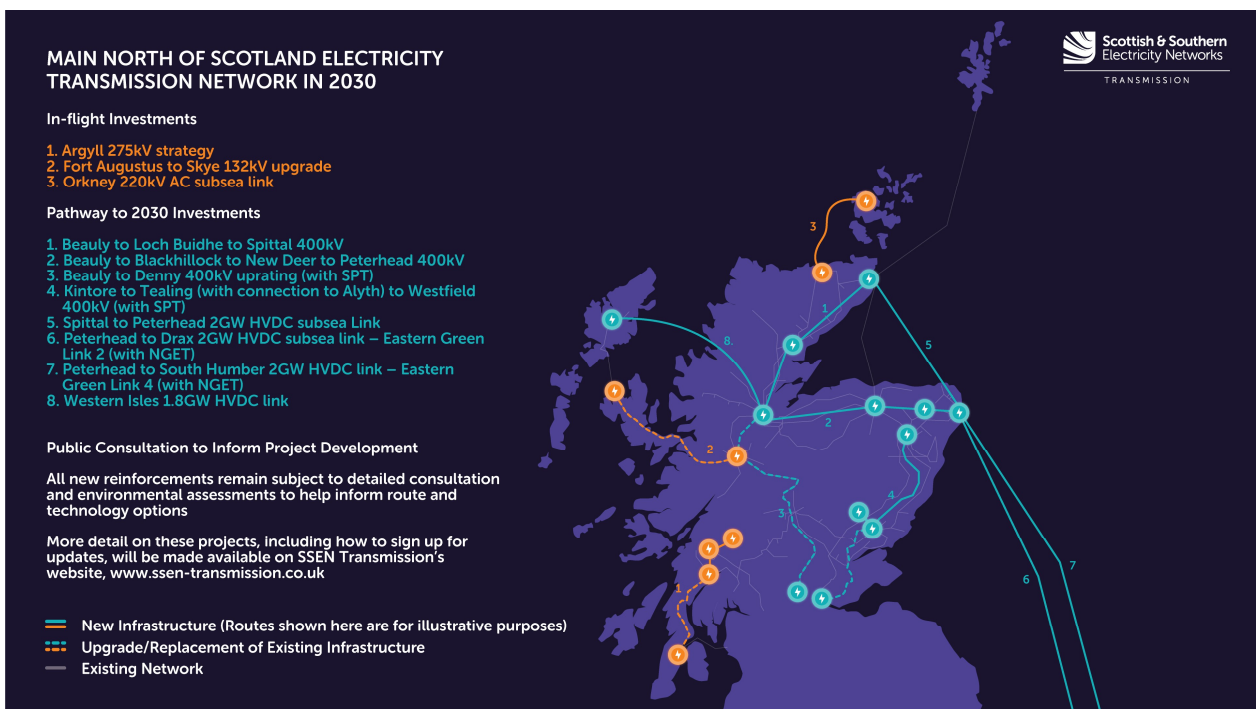
About us

We are SSEN Transmission (the trading name for Scottish Hydro Electric Transmission), and we are part of the SSE plc Group. 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 and powering our communities by providing a safe and reliable supply of electricity. 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.

Scotland's transmission network has a strategic role to play in supporting delivery of the UK's Net Zero target. We're already a mass exporter of renewable energy, with around two thirds of power generated in our networks area exported south. By 2050, the north of Scotland will need 33-35GW of renewable energy capacity to support net zero delivery. For context, we currently have just over 8GW of renewable generation connected in the north of Scotland. We are committed to inclusive stakeholder engagement, conducting regular external assurance audits on both our Stakeholder Engagement Strategy and delivery plans and were recently awarded 'Advanced' status by AccountAbility, the international consulting and standards firm.

Find out more: 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 implement improvements or play a more active role in industry change. We publish these in a stakeholder consultation called our Draft Annual Engagement Plan, which includes a summary of our proposed stakeholder engagement initiatives.

Following a consultation period, we use this feedback to finalise our Annual Engagement Plan which informs our engagement activities for the coming year. Our 2022/23 Draft Annual Engagement Plan was published on our website on 11th April 2022, as part of a consultation which ended on 2nd May 2022. We welcomed comments and feedback on this draft plan from all our stakeholders. To further encourage debate, we reached out to our stakeholders through a targeted engagement approach, as well as a survey which remained live on our website until the consultation period closed. While our consultation was structured around our 8 key themes to engage on throughout the year ahead, we also welcomed feedback on any aspect of our plan, as well as our engagement methods and practices.

Following the consultation period, we have now produced a finalised 'Annual Engagement Plan 2022/23', which takes into consideration the feedback and insight gathered from our stakeholders during the consultation period. Our Annual Engagement Plan has been developed following extensive work across the business and provides you – our stakeholders – an overview of all our planned engagement across the year on the initiatives that you have confirmed you want us to engage on.

Engagement process

- On 11th April 2022, we published our draft Annual Engagement Plan on the SSEN Transmission website, with the consultation running until 2nd May 2022.
- We emailed 1,401 stakeholders from our stakeholder database and invited them to give their views on our draft plan.
- Details of the consultation was posted on the SSEN Transmission LinkedIn and Twitter channels, to invite additional stakeholders to comment.
- Internal teams were requested to forward the consultation details to their key stakeholders, to ensure representative groups had the opportunity to take part.
- Our Draft Annual Engagement Plan was presented to our Stakeholder Advisory Panel and Network for Net Zero User Group to gain their feedback.
- We hosted a consultation survey on our website from 11th April to 2nd May 2022, where stakeholders could provide feedback on our draft Annual Engagement Plan and their experience when engaging with us.
- The consultation closed on 2nd May 2022, and we have collated and analysed all the feedback received via email, survey responses, and directly to internal teams.

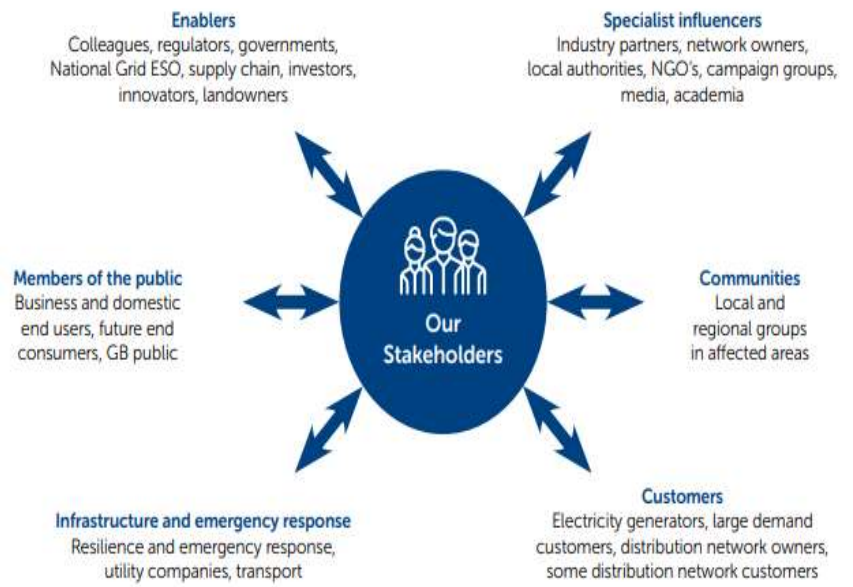
Stakeholder participation

- **1,401** stakeholders emailed to invite them to give their views on our draft plan.
- Internal teams were also asked to share the details of the consultation with their key stakeholders to ensure good representation across stakeholder groups.
- 31 external stakeholders responded to our consultation
- Feedback also received from our Stakeholder Advisory Panel and Network for Net Zero Group
- Analysis of stakeholder feedback shows all stakeholder groups were represented, however lower responses were received from End Consumers (members of the public) and Communities
- The most popular subject for participation was the Pathway to Net Zero, this was clearly the top priority for stakeholders. This was followed by supporting Communities, Grid Connections, and Sustainability & Land.



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”.



Feedback on our Draft Annual Engagement Plan was positive. This section summarises the response from stakeholders on their engagement preferences.

- On average, respondents had been in contact with SSEN Transmission 3 times in the last 12 months
- Most respondents were satisfied with the volume and quality of information that they had received when engaging with us
- Over 90% of respondents indicated that email is their preferred method of contact, with many respondents also selecting website, video, and face to face as their preferred method of contact

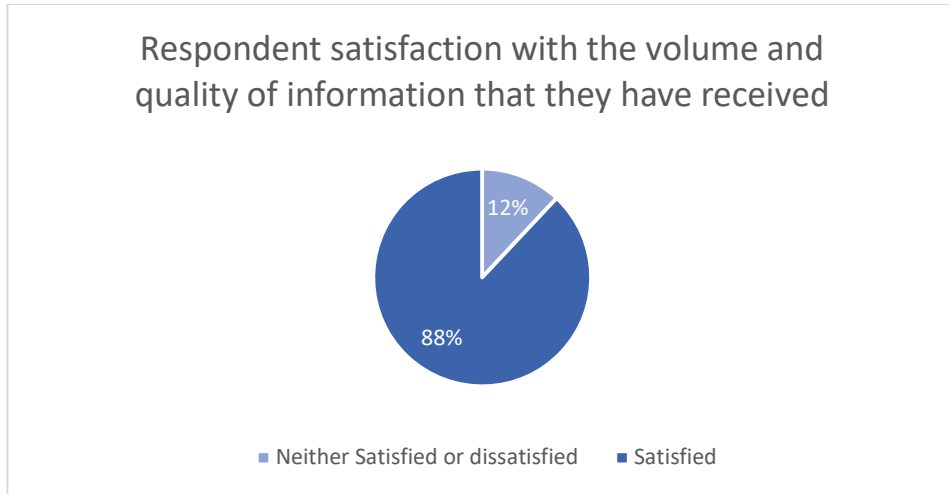


Table 1: Respondent satisfaction with the volume and quality of information that they have received

When asked about how we can make our engagement more inclusive and accessible, our respondents provided a range of responses which highlighted the need to continue to be flexible and accessible in our engagement.

“Continued option to use MS Teams as we move out of the pandemic, which will enable people from rural areas to attend engagement sessions when travel isn’t an option.”

“Increased advertising of ways to attend events e.g. on LinkedIn, Twitter etc.”

“I would like to see an increase in face-to-face engagement”

When asked about how satisfied our stakeholders are with the engagement they have experienced, our respondents were complimentary of their experiences.

“Fantastic engagement with Customer Connections team, Design and Planning Engineers, and Leadership!! Very customer focused, professional, and experts in their field.”

“We were very satisfied with the prompt responses we have received.”

In addition, we also asked our stakeholders how they believe we can improve our website to make it easier for them to access the information that they need.

“Generally speaking, the website is easy to navigate. I have had no issue finding the information required.”

“The website is very easy to use, although I do have significant industry-knowledge, it may be harder for the general public to find the information that they require”

We are currently reviewing the needs of all our users for our website and this feedback has been taken into consideration in the development of the website.

Your Feedback

Most of this feedback was gained through responses made directly to our online survey which was distributed to 1,401 of our stakeholders via email and was active on our website for 3 weeks. The remainder of the feedback derived from wider stakeholder engagement including developer webinars or bilaterals; conference attendance and insights gathered across the business.

In addition to feedback on our Draft Annual Engagement Plan 2022/23, we incorporated questions around the quality and methods of our engagement within our survey so that we can better understand the needs of our stakeholders and ensure that we continue to meet those needs.

All stakeholder groups are represented in our feedback. However, analysis of feedback shows End Consumers (members of the public) and Communities to be underrepresented. We will actively explore existing channels and networks with colleagues to see how we can strengthen engagement with the two groups to ensure they have equal representation

We attempted to make the opportunity to provide feedback as accessible as possible by engaging with stakeholders face to face at the Scottish Renewables Seminar 'The Role of Networks in the Transition to Net Zero' and the Scottish Renewables Net Zero Conference; as well as opportunities to respond directly to existing contacts within the business, emails and survey response opportunities, and the chance to have a call with our Stakeholder Engagement Team directly.

Analysis of Feedback

Our Draft Annual Engagement Plan divided our engagement priorities into 8 key themes. the consultation survey asked our stakeholders to evaluate the importance of the themes included in our Plan. Table 2 illustrates the percentage of respondents who scored each theme 4 (important) or 5 (very important).

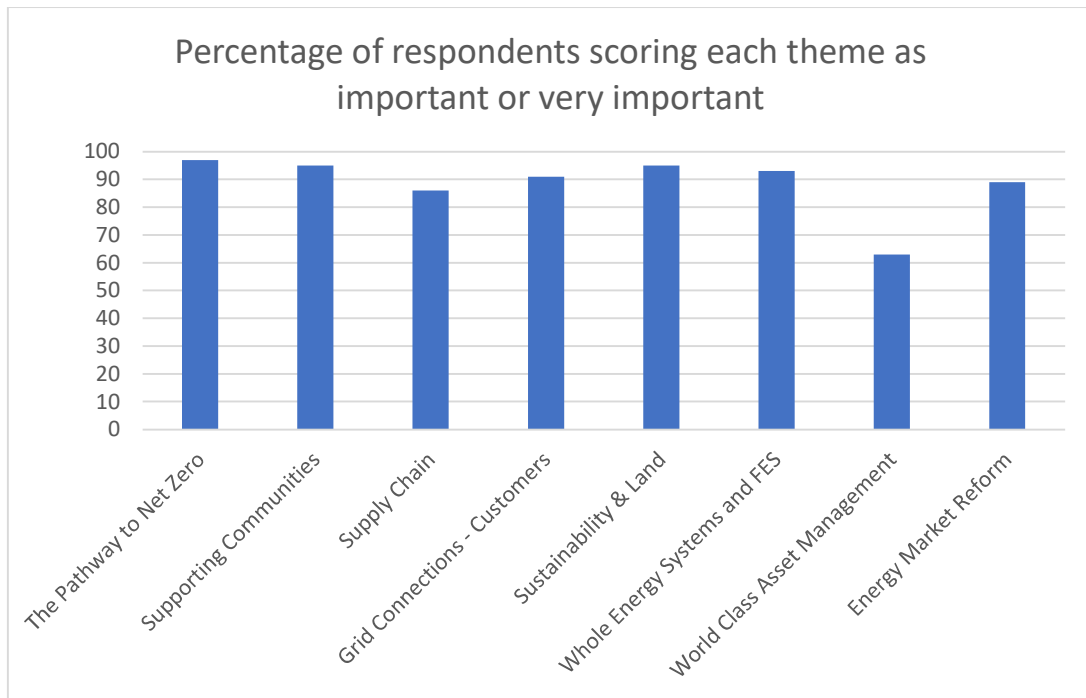


Table 2: Percentage of respondents scoring 4 or more for each initiative

- 97% of respondents scored the Pathway to Net Zero as important or very important.
- Over 90% of respondents scored important or very important for: Supporting Communities; Grid Connections – Customers; Sustainability & Land; and, Whole Energy Systems & Future Energy Scenarios.
- 63% of respondents scored World Class Asset Management as important or very important, this is the lowest score however a significant majority of stakeholders still confirmed that this is an important area of work

The responses to our Draft Annual Engagement Plan consultation confirmed to us that stakeholders agreed with the key themes to engage on. Through direct engagement with initiative leads; conversations at events and conferences; insights gathered across the business; and survey responses we are confident that the majority of our stakeholders want us to engage on the below:

- | | |
|--------------------------------|--|
| • The Pathway to Net Zero | • Supporting Communities |
| • Supply Chain | • Grid Connections – Customers |
| • Sustainability & Land | • Whole Energy Systems & Future Energy Scenarios |
| • World Class Asset Management | • Energy Market Reform |



Next steps based on your feedback

Following business updates and taking into consideration all feedback received from our stakeholders, we have updated and amended our Draft Annual Engagement Plan and have now published our Annual Engagement Plan 2022/23 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 get in touch with 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



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