

Stakeholder Feedback and Delivery of Resulting Actions

Progress update on the actions identified in the Feedback Report on the
2021/22 Draft Annual Engagement Plan

Following consultation on our Draft Annual Engagement Plan 2021/22 we published a Feedback Report on our website detailing the actions that we were taking as a result of stakeholder feedback received during the consultation period. These actions were either in addition to the work that we were already doing or provided us with additional or updated insight and therefore necessitated a change in our approach.

As a stakeholder-led business, we appreciate all the feedback that we receive on our annual engagement plan as this helps to shape our approach for the forthcoming year and ensure that our engagement aligns with our stakeholders' priorities.

We have monitored the progress of these actions throughout the year and are now able to provide an update on our progress.

<u>Action Identifier</u>	<u>Initiative</u>	<u>Stakeholder Ask/Comment</u>	<u>Our Action</u>	<u>Status</u>
<i>Action 1</i>	Industry Structure Reform	Our Network for Net Zero Stakeholder Group requested we ensure stakeholder views are represented in discussions relating to energy policy change particularly when those stakeholders do not have a seat at the table. e.g. the GB public do not have a route to influence changes to industry codes. This includes ensuring that assessment has been made of the impact of proposed changes on the delivery of net zero and advocating for effective changes that increase the likelihood of achieving these targets and against changes that would materially increase the risk of not meeting them	Current policy and regulation codes under review include the role and structure of the ESO; the introduction of early competition to the Transmission market and the RII0-ED2 Price Control. Over the next year we will work with relevant parties who represent under-represented stakeholders (including Citizen's Advice) to ensure their views are sought and considered when preparing our response to these consultations.	We have been building a relationship with Citizen's Advice, we have been holding regular meetings with CA to ensure that underrepresented parties' views are sought and considered. CA have been included as a key stakeholder in our Horizon Scanning initiative to ensure that we are apprised of their current priorities and activities.
<i>Action 2</i>	North of Scotland FES	Support to identify solutions for decarbonisation of energy intensive industries	By Autumn 2022, work with industry partners to arrange an event to seek feedback from energy intensive industries in order to identify where we can support their decarbonisation	We are developing a plan to test different scenarios with energy intensive industries and have already looked at distilleries. Our team are investigating what a feedback event with our industry partners would look like and we would envisage that this would provisionally take place in the latter part of this year.
<i>Action 3</i>	North of Scotland FES	When communicating scenarios, ensure it is in bite sized chunks relevant to local audiences	By winter 2021, update our Future Energy Scenarios communications strategy to ensure when communicating scenarios, it suitable for and relevant to local audiences.	We have updated our Future Energy Scenarios Communications Strategy, taking into consideration that information should be relayed in 'bite-sized' chunks so that these are easily digestible for audiences.

Action 4	Sustainability	Ensure cost/benefit analysis in procurement processes consider long term benefits as part of evaluation criteria to enable innovation & new technologies	We are currently working on standardising approaches to deployment of new technologies and the factors that determine decisions on this, including cost. We will ensure that the final approach is shared with our supply chain to provide transparency of this in the procurement process	Within our approach to market, we include and score innovation questions in the Prequalification Questionnaire (PQQ) and Invitation to Tender (ITT). In our ITT we invite alternate solutions to the standard requirement to be costed and evaluated by the standard published evaluation criteria. In our standard contracts we include an Innovation Works information document we-net-gov-527. This requires the Contractor to provide clear narrative of how their product/service is innovative and provide a detailed benefits case of how the innovation will bring value to us. All benefits should be demonstrated over the whole life of the innovation. We have set up monthly innovation forums with key suppliers to discuss and progress innovation opportunities into BAU.
Action 5	Sustainability	Ensure outcome of review includes impacts at operational levels – including supply chain	We will include supply chain impacts in our assessment of future strategy proposals and include supply chain stakeholders in consultation on any strategic commitments.	Monthly Sustainability forums have commenced with key suppliers giving the platform to discuss opportunities and potential benefits with the goal of planned introduction of outcomes as business as usual.
Action 6	Sustainability	SBT, SF6 alternatives and energy efficiency at substations were recommended as areas of focus	We will ensure that we continue to engage with stakeholders on these focus topics during 2021 and that they are included in the strategy review feedback.	We continue to encourage SF6 alternatives with non- SF6 technology in connection with the AC GIS substation which forms part of the proposed Kintore group of projects. We also monitor our Supply-Chain SBT Target of 67% of spend by 2025. Currently 36% of spend have set a target and 44% of spend have committed to a target. We have introduced plans for the following, in regards to efficiency at substations: <ul style="list-style-type: none"> • Installation of Photovoltaic arrays at 44 substations, to offset our energy consumption and reduce CO2 emitted (CO2e). • Installation of 32 Electric Vehicle charging points to support roll out of our EV fleet. • Building Energy Efficiency measures at 83 substations, selected to maximise CO2e reductions, and including; <ol style="list-style-type: none"> 1. Installation of External Wall Insulation with a view to bringing legacy buildings in line with current specification and modern building thermal standards, 2. Installation of Heating Controls with reduced set-back temperature and short duration manual override, 3. Installation of LED lighting at substations
Action 7	Sustainability	More discussion and consideration of how we deploy sustainability at the design phase.	Additional regular engagement with supply chain partners at working level through Supplier Relationship Managers is being undertaken this year to create new forums for early discussions (not tied to designed projects) about potential innovations and sustainability solutions.	Monthly Sustainability forums have commenced with key suppliers giving the platform to discuss opportunities and potential benefits with the goal of planned introduction of outcomes as business as usual.

<i>Action 8</i>	Sustainability	Look at other sectors for best practice on sustainability, including the supply chain.	<p>Include review of sustainability in other sectors as part of our sustainability strategy review.</p> <p>Include supply chain stakeholders in consultation on the new strategy.</p>	We have looked at other sectors and are now in the process of developing our Sustainability Strategy. Through the SSE Group, we have joined the Supply Chain Sustainability School and have been engaging with wider industry through the school's infrastructure and climate action working groups. We have been engaging with strategic suppliers through our Delivery Partner Forums, focusing on alignment of sustainability goals and areas of collaboration. We have been engaging with suppliers on the roll-out of our new Supply Chain Sustainability Reporting Tool, developed by Action Sustainability. We have been engaging with our fellow TOs through the UK ROCCIT (UK Reduction of Capital Carbon in Infrastructure: Transmission) group to establish a joint methodology and suite of tools which can be used by our suppliers to measure and report capital carbon
<i>Action 9</i>	Customer Connections	Continue to engage with emerging technologies. Whilst the size of connections are likely to be Distribution connections, it's useful to understand potential connection challenges for customers	This is noted and we will continue to look at ways we can work with both SSEN Distribution and emerging technology connection customers to understand challenges for customers as the market evolves.	We continue to engage with SHEPD to collaborate on Whole System solutions and economically suitable solutions for generators and GB customers.
<i>Action 10</i>	Customer Connections	More information earlier on the website regarding connections	This will be considered as part of a wider project to refresh and increase the content of our SSEN Transmission's website, implementation of which will begin in 12 months.	At present, we are currently working on a wider project to refresh and increase the content available on our website and a further update will be available as soon as possible.
<i>Action 11</i>	Customer Connections	Looking to understand why consented embedded generators have to post 26% security whereas Transmission generators only have to post 10%.	By April 2022, we will publish a Charging Statement Guidance Document for connection customers, which includes a summary of the basis of securities and liabilities	We have conducted initial outreach on a potential guidance document. We will continue to consult further with our stakeholders regarding the introduction of a Charging Statement Guidance Document.
<i>Action 12</i>	Customer Connections	Is there a better way that connections queues could be managed?	We will issue a communication in August 2021 to all developer stakeholders on our contact list providing the new Queue Management User Guide	No longer required action; however, SSENT will be continuing to work with industry partners on best approach on managing the connection queue.
<i>Action 13</i>	TNUoS	Widen the stakeholder base we engage with on TNUoS e.g. marine energy to help us expand our stakeholder group to include wider views and feedback.	We have added the additional stakeholder groups identified during the workshop discussion to the stakeholder engagement plan so that they will be included in our engagement throughout 2021.	We are continuing to expand on the stakeholder base we engage with. We recognise that further engagement with the supply chain could be helpful and plan to undertake this engagement this year. We also continue to expand our engagement within organisations, for example within the ESO are now speaking with a number of different teams. We've launched a TNUoS Hub which pulls together all our work on one

			place and makes this easily accessible for stakeholders. Following Ofgem's Call for Evidence 'Next Steps' paper published in Feb 2022, we will be continuing to engage with our stakeholders throughout the year.
<i>Action 14</i>	Communities	Perceived merit in implementing Community Liaison Groups earlier for larger projects	We will review the process regarding at what point CLG's are implemented for bigger projects and establish the agreed approach to this within project engagement plans by winter 2021.
<i>Action 15</i>	Communities	Improve on explaining why projects are required and their wider context, ensuring stakeholders know they are part of a bigger picture	From Autumn 2022 include wider context on the reasons for projects within engagement information, including early engagement discussions.
<i>Action 16</i>	Communities	While amalgamating engagement could be beneficial, specific engagement to relevant areas still required	From Autumn 2022, when we are considering combining engagement activities, we will consult with key stakeholders before final decisions on this are made and use the feedback to inform the final approach.
<i>Action 17</i>	Procurement	Making Meet the Buyer events cover smaller elements of large projects, so it's seen as manageable for smaller suppliers.	We will develop a standard presentation pack for Meet the Buyer events. This will be rolled out to all relevant internal staff and Tier 1 contractors by Winter 2021 for use at all Meet the Buyer events to make them appropriate for smaller and local suppliers.
<i>Action 18</i>	Procurement	Visibility of the T2 project pipeline	We are looking at sharing greater project information, where appropriate, as part of our website redevelopment project. We will include an assessment on what information can be shared on our website with the results of this being known and implantation starting in 12 months.
			We work collaboratively with communities to deliver information and develop communication methods that work for their specific needs, rather than have a prescribed approach relating to the size of a project. We currently have 15 active Community Liaison Groups and will continue to establish further groups when required to fulfil best outcomes for communities.
			Within project consultation materials we demonstrate how the project fits into the regional picture so that projects aren't viewed in isolation of other activities SSEN Transmission may be carrying out locally. We have also engaged with communities and stakeholders at regional level – holding regional webinars explaining all of our activities in the North East of Scotland, and separately Argyll and West. This year we are holding updated sessions for Argyll, and Highlands and Moray to continue carrying out that welcomed regional engagement.
			We have adopted this approach on a number of projects, most notable in Argyll when we combined public consultation on four separate projects. Where possible we always look to amalgamate engagement, however only when it's beneficial to our stakeholders and doesn't cause detriment to the overall understanding of our activities.
			We have developed a standard presentation pack and, at present, we are considering how we will roll this out for internal staff and contractors.
			We are currently working on our website redevelopment project and a further update will be made available as soon as possible.

<i>Action 19</i>	Procurement	Link with other interested stakeholders to communicate opportunities	By April 2022, complete an assessment of the best platform for information sharing and work with stakeholders to confirm and implement the best approach.	We have continued to investigate further opportunities for information sharing both online and through engagement activities. We have introduced a 'Meet the Buyer/Contractor' process which specifically pinpoints the requirements of each project with particular emphasis on opportunities within the local supply chain. This process includes Social Media publication for smaller projects and standard meetings (including social media publications) for larger projects.
<i>Action 20</i>	Local Area Energy Planning	Support for local authorities and community groups on local area energy planning	In Q3 check-ins with Local Authorities, check when they want us to restart our engagement with them on this initiative.	Due to the current social and political climate, local authorities have focused their resources on other priorities. It remains a key initiative, therefore we will continue to check in on a regular basis regarding any potential restart of our engagement activities in this regard.
<i>Action 21</i>	Data and Digitalisation	null	Action relates to customer engagement and procurement engagement and is included in those sections	As the action identified for data and digitalisation is related to customer engagement and procurement engagement, this is integrated into those sections and therefore not an individual action under this initiative.
<i>Action 22</i>	LOTI	Importance of Net Zero should be shared with communities in advance of project consultation. An education programme with schools and colleges should be considered.	Net zero context will be provided in early engagement on all LOTI projects within our 2021 engagement plan. By Autumn 2021, we will add net zero content to our existing school engagement packs which are designed for primary school pupils and are delivered by our Communities team and project managers. By December 2022, we will investigate potential partnerships to deliver a net zero education programme for secondary schools and/or colleges in the north of Scotland. Decisions on whether to progress this will depend on cost benefit analysis assessment of the proposed programme. This could provide additional benefits to our sustainable workforce activity.	We have continued to make clear our net zero ambitions to our stakeholders and work is in development on further resources at SSE Group level to deliver education to local communities on the importance of net zero. We have added Net Zero content to our existing school engagement packs which are designed for primary schools and delivered by our Communities Team and project managers.
<i>Action 23</i>	LOTI	Engagement on LOTI projects should start as early as possible – before proposals are finalised	We are currently refining our strategic optioneering assessment procedure and will ensure that early engagement is designed into this procedure. During 2021 we will continue to engage stakeholders during refinement of this procedure to ensure that it is mutually acceptable i.e. meeting	We have taken initial steps to address this action, as evidenced in our Argyll and Highland webinars with our stakeholders.

		stakeholder requirements and meeting business and regulatory requirements.	
<p><i>Action 24</i></p> <p>LOTI</p>	<p>Look at options to bring stakeholders with opposing views together to facilitate discussion.</p>	<p>Where conflicting stakeholder views are identified, we will establish a forum for discussions that include the relevant stakeholders with the aim of identifying a mutually acceptable solution. We will add this requirement as a standard practice in LOTI engagement plans and engagement guidance by Autumn 2021. By March 2022, we will provide training on conflict resolution and consensus decision making to our LOTI engagement teams to ensure that they are prepared to facilitate these discussions. Where issues are particularly contentious, we may look to engage external expert facilitators to support discussions.</p>	<p>As is the case for our Argyll and Highland webinars and engagement activities we have encouraged and facilitated opposing views of stakeholders. We continue to provide training opportunities to our colleagues to ensure that our LOTI engagement teams are sufficiently prepared to facilitate these discussions.</p>