



ED3 STAKEHOLDER ENGAGEMENT SESSION

14 September 2026



Scottish & Southern
Electricity Networks



AGENDA

WELCOME AND INTRODUCTION

Graeme Keddie, Director of Corporate Affairs and Engagement

INVESTING FOR THE ENERGY TRANSITION

Andrew Roper, Distribution System Operator Director

DELIVERING SAFE, RELIABLE AND RESILIENT NETWORKS

Chris Bratt, Director of Engineering and Investment
Rodger Yuile, Asset Strategy Engineer

BEING A RESPONSIBLE AND SUSTAINABLE BUSINESS

Shirley Robertson, Head of Strategic Planning and Sustainability
Emma Merritt, Customer Vulnerability and Communities Lead

DELIVERING SMARTER NETWORKS

Nigel Bessant, Head of Network Operations

THANK YOU AND CLOSE

Graeme Keddie, Director of Corporate Affairs and Engagement



ABOUT US

We are **Scottish and Southern Electricity Networks Distribution**.

Our electricity distribution network delivers power to nearly 4 million homes and businesses across the diverse and unique geographies of the north of Scotland and central southern England.

OUR NETWORK AT A GLANCE

Nearly **4m** homes and businesses

More than **1m** customers on our **Priority Services**

Over **129,000km** of overhead lines and underground cables

470km subsea cables powering island communities

4,560 employees across the country

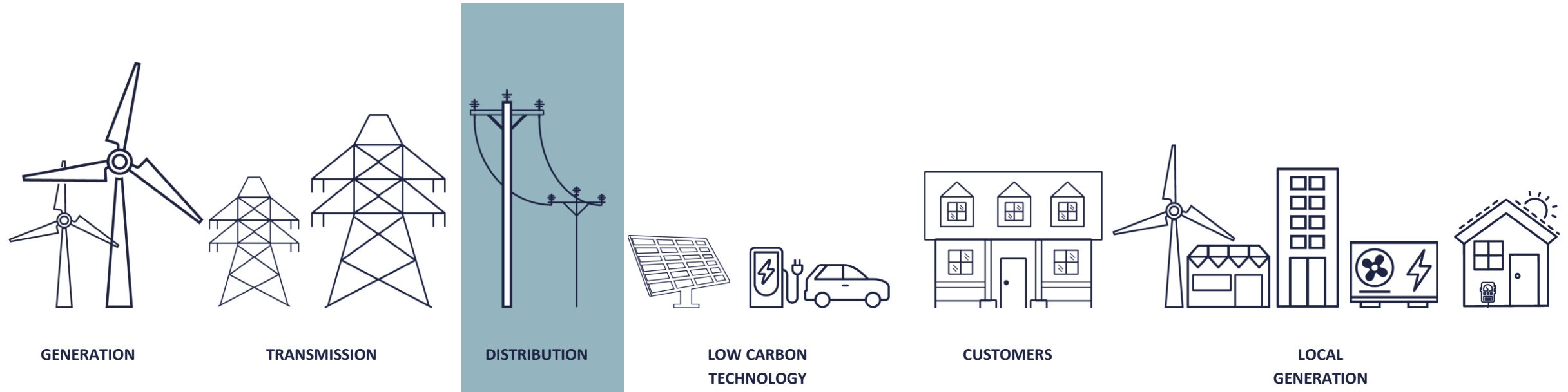




OUR ROLE IN THE ENERGY SYSTEM

As a Distribution Network Operator, our primary role in the energy system is to carry electricity from the national transmission grid and generation in our own network to industrial, commercial and domestic users via a network of cables and poles.

We provide this service for every home and business in the north of Scotland and central southern England regardless of who a customer of business pays their energy bills to.



We are regulated by Ofgem, the energy regulator, through a 5-year price control cycle. Our latest business plan, for RIIO-ED2, began in April 2023 and runs until March 2028.



OUR ENGAGEMENT JOURNEY SO FAR



157

stakeholder engagements undertaken.



6

consumer research projects undertaken.



Over **22k**

stakeholders engaged.

13

Independent Stakeholder Group sessions held.

November 2025

Ofgem ED3 Sector Specific Methodology Consultation

May 2026

Ofgem ED3 Sector Specific Methodology Decision and Business Plan Guidance

July 2026

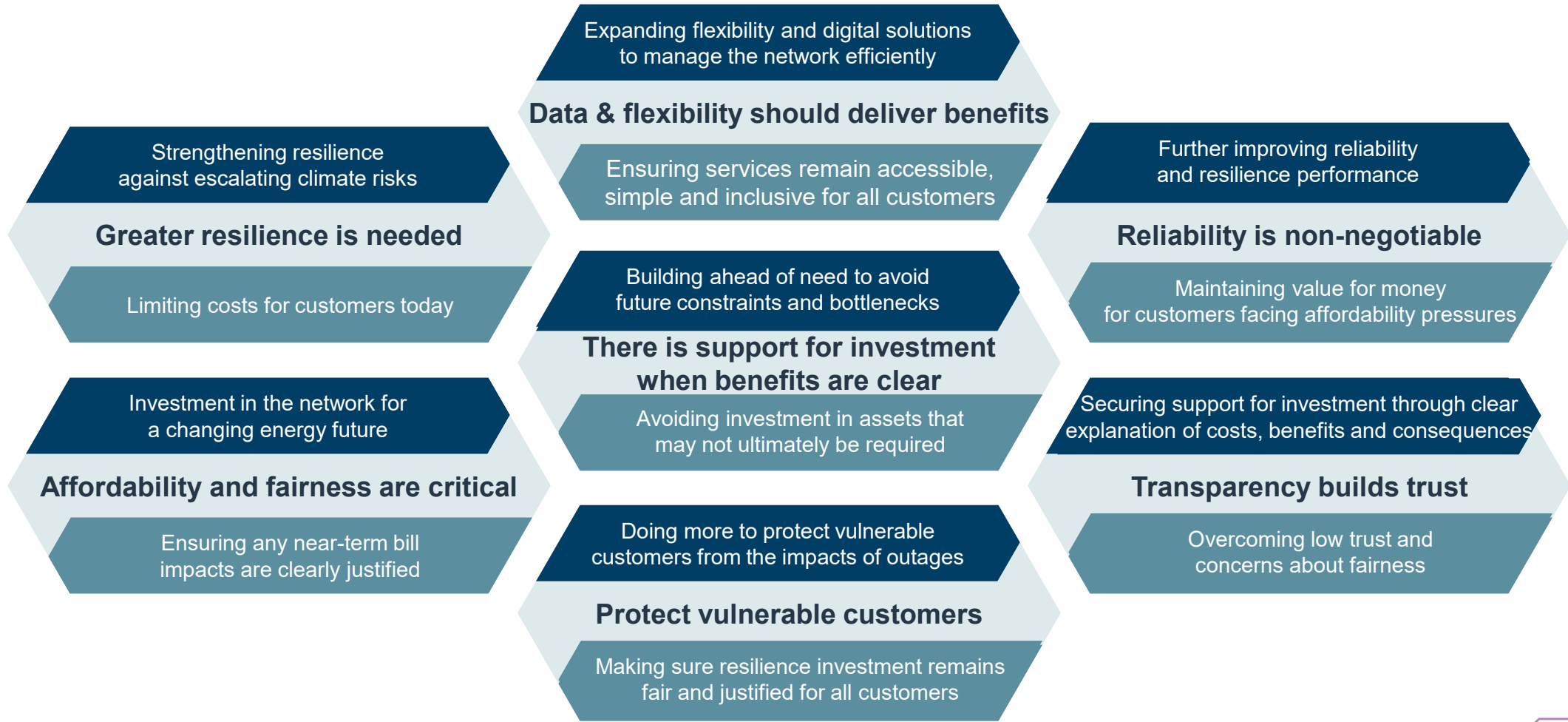
Draft data submission and publication of summary of ED3 Business Plan

By 23 November 2026

Final ED3 Business Plan submission and publication



WHAT WE'VE CONSISTENTLY HEARD SO FAR





FAIR FUTURE PANEL

We are running deliberative consumer research groups, holding five sessions with three defined groups of end consumers over the course of this year.

- The panel broadly supports proactive investment in the electricity network when the need is clearly defined and explained.
- Fairness is the lens through which customers assess decisions.
- Reliability and resilience remain top priorities.
- The panel favours a balanced approach to future investment, but the network must be there when it is needed by customers.

On climate resilience:

"I think it's just gonna get worse over the years. Yeah. So, I'd want the equipment to be resilient."

Future Shapers (B)

On building capacity:

"I would want my network built before my capacity's there, as opposed to working in reverse. So, you know, if I know my capacity's going to increase, I want my network... already there to distribute accordingly."

Core Customers (C)

On changing demand:

"It's increasing populations and aging populations leads to more demand for power. And technology as well, like electric cars and AI."

Engaged Customers (A)

On changing demand:

"At some point, I may get an EV, further down the line, and maybe a heat pump. And if I find that when I get there, that my street, everybody's already got an EV, and there's not enough capacity for me, then I'm probably not going to be too happy."

Future Shapers (B)





AN OVERVIEW OF OUR ED3 PLAN

We will invest at the right time, in the right places, delivering lasting value for customers and communities.



Investing for the transition

- We will **increase network capacity** ahead of need where evidence supports it, responding to accelerating demand from EVs, heat pumps, new housing, transport hubs and industry, while using flexibility where it provides best value.
- We will transition from reactive upgrades to a **programmatic approach to low-voltage reinforcement and service unlooping**, enabling customers to adopt low-carbon technologies faster and at lower cost



Smarter Networks

- We will use advanced forecasting, network visibility and digital planning tools to **target investment** where it delivers **greatest customer value**.
- Expand flexibility, active network management and smarter system operation to **maximise use of existing assets** and capacity before reinforcement is required.
- Improve transparency through digital tools and network data, giving customers and communities **clearer visibility of future network plans**



Resilient Networks

- We will continue a **step-change in climate resilience**, targeting the locations and assets most exposed to flooding, storms and extreme weather.
- Invest in climate-ready infrastructure, adaptation measures, enhanced vegetation management and **targeted asset interventions to reduce risk**.
- Improve reliability and resilience for customers through **proactive asset replacement**, stronger network planning and improved operational preparedness



Responsible and Sustainable Business

- We will support customers and communities through the energy transition, with **targeted help for vulnerable customers** and those most at risk of being left behind.
- Strengthen our ability to support customers before, during and after **severe weather events**
- Strengthen **UK supply chains** and deliver investment in a way that supports communities, jobs and long-term affordability.



OBJECTIVES OF TODAY'S SESSION



Understand...

...the wider ED3 context as we finalise our business plan, including the key trends shaping the energy sector, Ofgem's expectations and the priorities that matter most to customers and stakeholders.



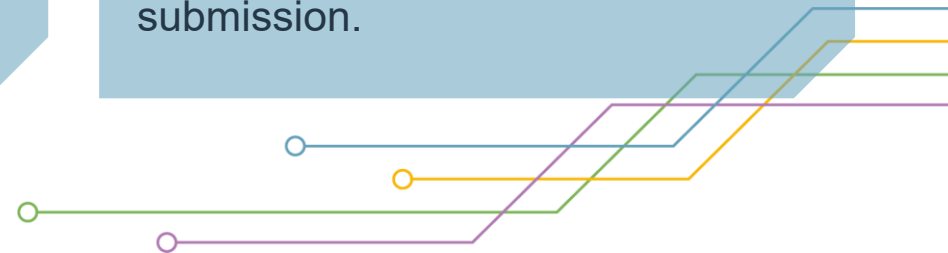
Discuss...

...whether our emerging business plan will deliver for customers and communities in the core areas of network investment, resilience and reliability, smarter networks and responsible business. Please do speak up and contribute, even if just to be curious.

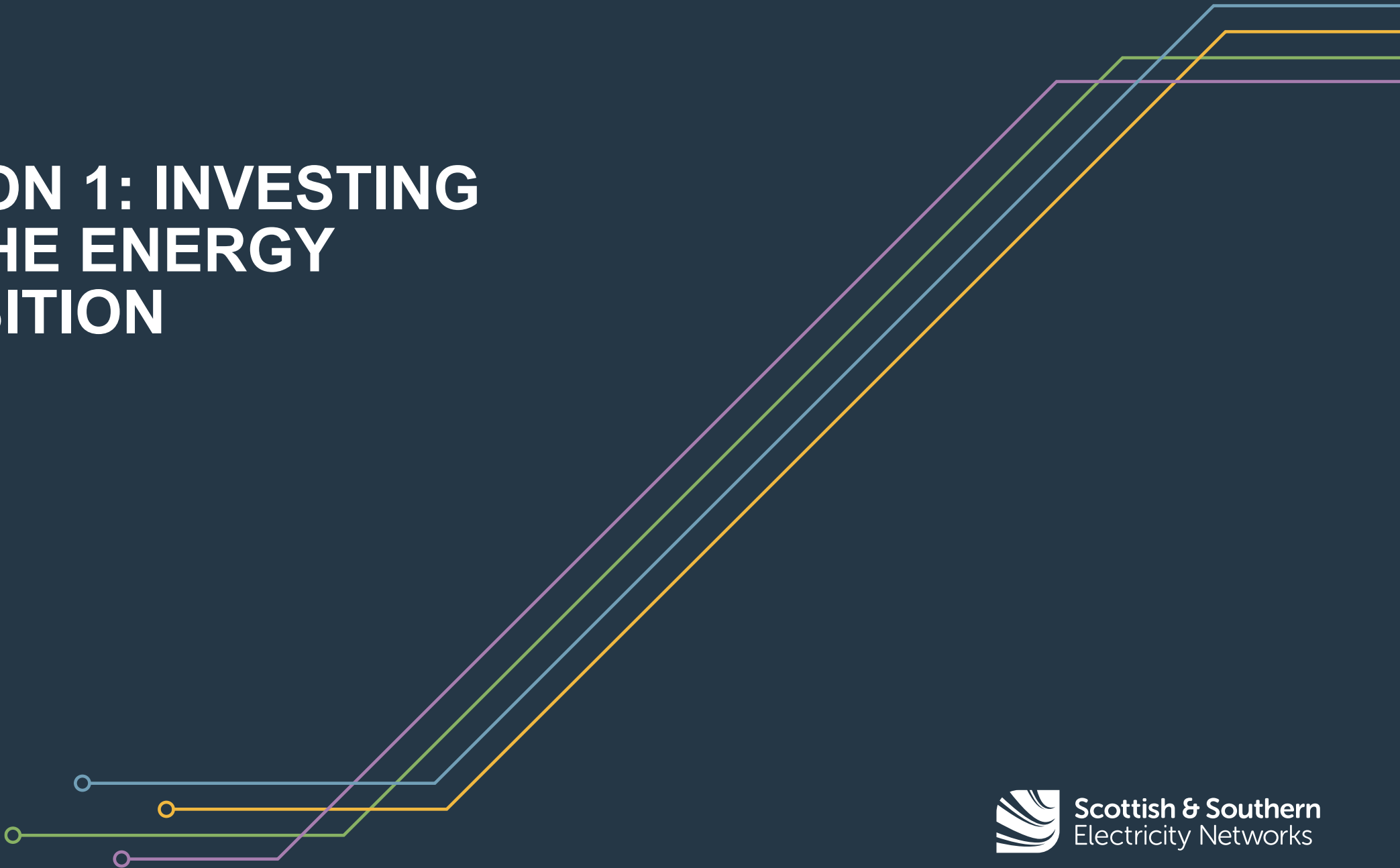


Challenge...

... our thinking and share your views on our proposed priorities and commitments. Your input will help shape and refine our plans, ensuring they reflect the needs of customers, communities and stakeholders before business plan submission.



SESSION 1: INVESTING FOR THE ENERGY TRANSITION



INVESTING FOR THE ENERGY TRANSITION

What does this outcome cover?

As electricity demand grows, networks need to support electrification and low-carbon technologies. This outcome is about delivering the right capacity at the right time, balancing network upgrades with flexibility and smarter solutions so customers can connect when they need to.

What is Ofgem looking to achieve?

1. Create a long-term network vision
2. Support coordinated and strategic network planning
3. Accelerate connections and efficient network access
4. Deliver net zero at the lowest cost to consumers

What we'll focus on today



Planning for the long-term



Enabling low-carbon technologies



Delivering the plan



PLANNING FOR THE LONG-TERM

What's included?

One joined-up plan out to 2050. We consider capacity for growth, replacing ageing kit, standing up to worse weather, cutting our environmental impact, and region by region in our Plan, ensuring we're investing for the long term.

Why it matters?

- Demand for electricity continues to rise as people switch to EV's and heat pumps
- Waiting until the network is full means delays and higher costs
- Councils and regions now plan energy together — we need to plan with them
- The future is uncertain, so we plan for a range of outcomes

What we've delivered in ED2

- ✓ The only network operator to develop Long-term plans for every major grid substation area in our Strategic Development Plans
- ✓ Supported Local Authorities to develop Local Area Energy Plans, developing a platform for sharing information with them through our LENZA portal, and working with other networks for a joined-up approach to regional planning
- ✓ Established flexibility markets to help manage future uncertainty, rewarding customers for shifting their consumption to non-peak times

What this means for ED3

- We'll invest proactively, ensuring that capacity is available when and where it's needed
- We'll plan earlier and more openly with Local Authorities and communities, improving coordination across regions, and other utilities
- We're ready to enable growth and electrification - reliably, resiliently and affordably.





ENABLING LOW-CARBON TECHNOLOGIES ROLL OUT

What's included?

We're getting the local street-level network ready for Low Carbon Technologies (LCTs) like EVs, heat pumps, solar panels, batteries, and new housing, through a mix of proactive investment, smarter use of the network, and better support for customers.

Why it matters?

- More people are electrifying homes and transport, which increases the demand on our network
- If the local network is full, then it can mean delays in being able to connect something new like a charger, a heat pump, or a new housing estate
- Investing early keeps bills down and keeps things moving

What we've delivered in ED2

- ✓ Improved our visibility of the network through monitoring, working with Local Authorities and other stakeholders, so we know where we need to invest in advance
- ✓ Developed local flexibility markets to help us balance network and customer needs
- ✓ Made it clearer and cheaper to find out what capacity is available before you apply

What this means for ED3

- We'll strengthen our local networks, upgrading them where needed
- We'll release capacity earlier, meaning you can connect LCTs quickly and easily
- We're building plans with councils, communities and other utilities to minimise disruption
- We're blending asset upgrades with flexibility to create capacity at the lowest cost





DELIVERING THE PLAN

What's included?

How we'll actually do the work we've identified in our plan safely, efficiently and at scale — covering the people, the suppliers, the equipment, and how we run and govern the programme.

Why it matters?

- More work, across a range of needs, and on a large-scale increases complexity
- The right skills and materials need to be identified and developed years in advance
- To deliver the benefits associated with the plan, we need to continue to deliver effectively and efficiently

What we've delivered in ED2

- ✓ Reorganised our business to enable larger, more complex programmes.
- ✓ Joined up our planning, maintenance, delivery and day-to-day operations to be more efficient
- ✓ Expanded our partnerships and started working with suppliers much further ahead
- ✓ Built long-term thinking into our planning processes for growth, resilience and equipment health

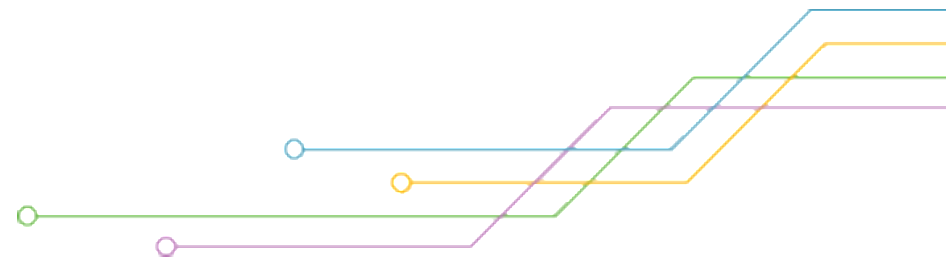
What this means for ED3

- We're continuing to grow and train the workforce
- We're strengthening our supply chain to lock requirements in early
- We're developing coordinated work programmes that make our operations cheaper, quicker, and cause less disruption
- We're committed to delivering capacity and resilience safely, and on time





WHAT STAKEHOLDERS HAVE TOLD US...



Affordability and fairness are the dominant public lenses through which transition investment is judged.

Stakeholders broadly support anticipatory investment when future need, customer benefit and long-term value are clearly demonstrated.

Confidence in the transition depends on visible progress, trusted delivery and clear customer benefit.

Stakeholders view targeted local reinforcement as critical enablers of electrification and mass low carbon technology uptake.

Affordability vs readiness

Many consumers prioritise affordability and value for money, while others support earlier investment to ensure the network is ready for future demand.





OUR DRAFT INVESTING FOR THE ENERGY TRANSITION COMMITMENTS

	COMMITMENT	KEY MEASURES
1	Be ready for growing demand We will expand network capacity in line with future energy needs, ensuring customers can make low carbon choices with confidence and communities have the infrastructure needed to grow and prosper	• 8.5% of the required 2050 LV looped upgrades delivered by 2033 - approximately 40,000 homes – a five-fold increase from ED2 to ED3 • 6,400 MVA capacity released by 2033 • ~27 tRESP Strategic Energy Needs (SEN) delivered
2	Scale flexibility to optimise existing network We will maximise the use of flexibility to provide the capacity customers need while reducing unnecessary investment, helping keep bills as low as possible.	• 26.3 GW of flexibility to provide capacity to customers, at lowest possible cost and avoid delay

Do you support these proposed commitments?

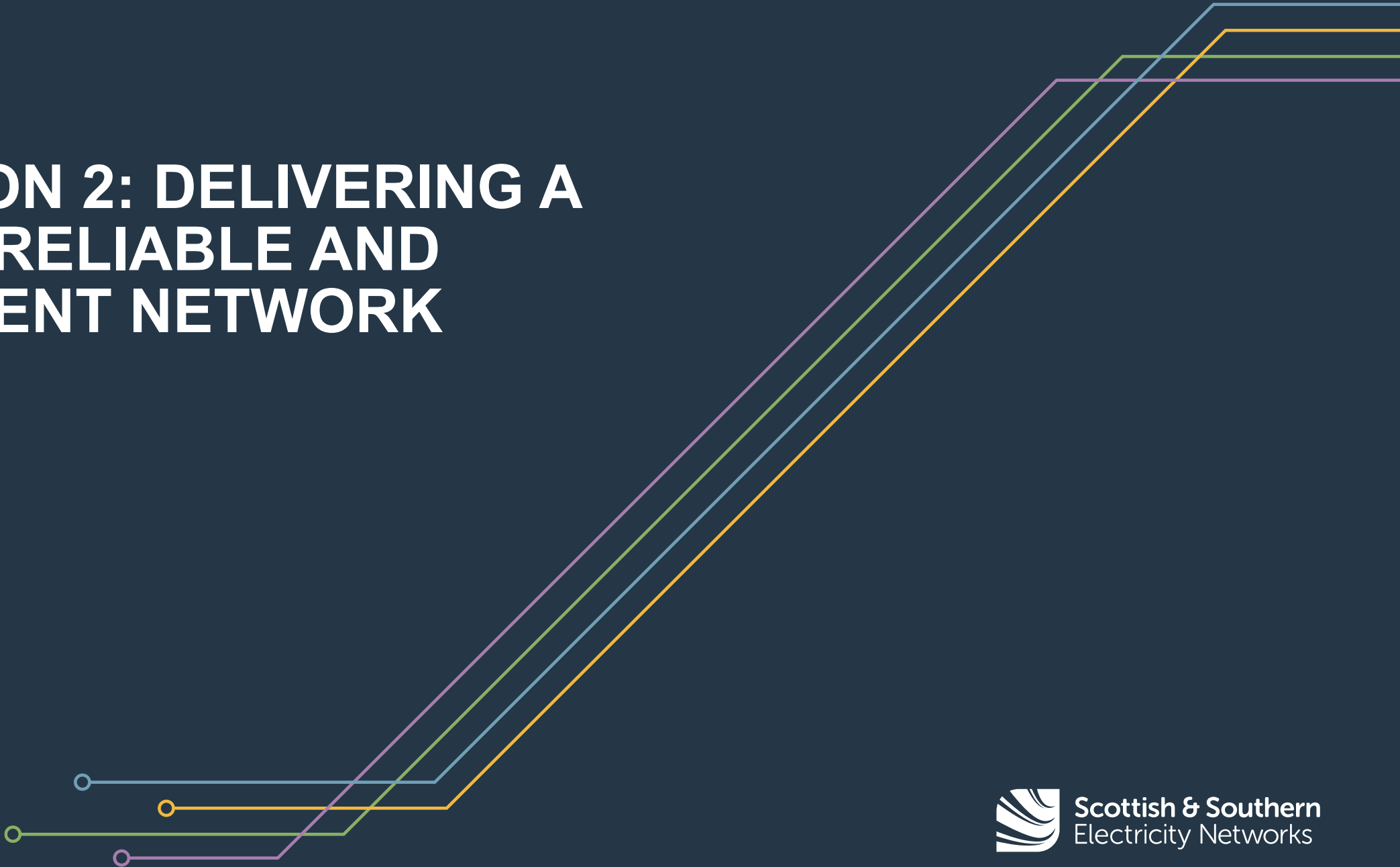
What is your view on our level of ambition in this area?

Will these commitments make a positive difference to customers and communities?

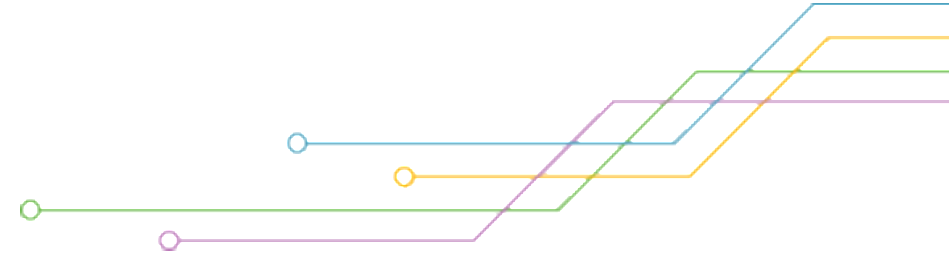
How should we balance preparing the network for future demand while managing the risk of future bottlenecks or delays?



SESSION 2: DELIVERING A SAFE, RELIABLE AND RESILIENT NETWORK



RELIABLE AND RESILIENT NETWORKS



What does this outcome cover?

Building a network that can anticipate, withstand and recover from disruption, maintaining reliable electricity supplies and helping communities remain connected during increasingly severe weather and future network challenges.

What is Ofgem looking to achieve?

1. Protect customers as reliance on electricity grows
2. Build a network that can adapt to future climate and resilience challenges
3. Target investment and build the capability needed for long-term resilience

What we'll focus on today



Network resilience and renewal



Reliability



NETWORK RESILIENCE AND RENEWAL

What's included?

Keeping the network fit for the future. We continue to manage ageing equipment, prepare for future risks and changing climate impacts, and strengthen the network's long-term resilience so it can continue to meet customers' needs for decades to come

Why it matters?

- Growing reliance on electricity means power cuts have greater consequences.
- Proactive investment helps keep the network reliable as infrastructure ages and climate risks increase and change.

What we've delivered in ED2

- ✓ Targeted investment where it would reduce the greatest risks and deliver the most value.
- ✓ Brought network resilience, equipment health, environmental impacts and future growth together into one planning approach.
- ✓ Used data and evidence to prioritise investment and make informed decisions about network risks.
- ✓ Aligned our investment plans with future energy needs, stakeholder priorities and regulatory requirements.

What this means for ED3

- We'll continue to replace ageing equipment before it becomes a problem, helping keep the network safe and reliable.
- We'll continue to strengthen the network against future risks, including more frequent and severe weather events.
- We'll take a coordinated approach to asset health, resilience and future network needs.
- We'll invest for the long term, maintaining performance today while preparing for tomorrow's challenges.





RELIABILITY

What's included?

We're keeping the electricity network reliable as homes, businesses and essential services become more dependent on it, through reducing interruptions, managing risks and maintaining strong network performance.

Why it matters?

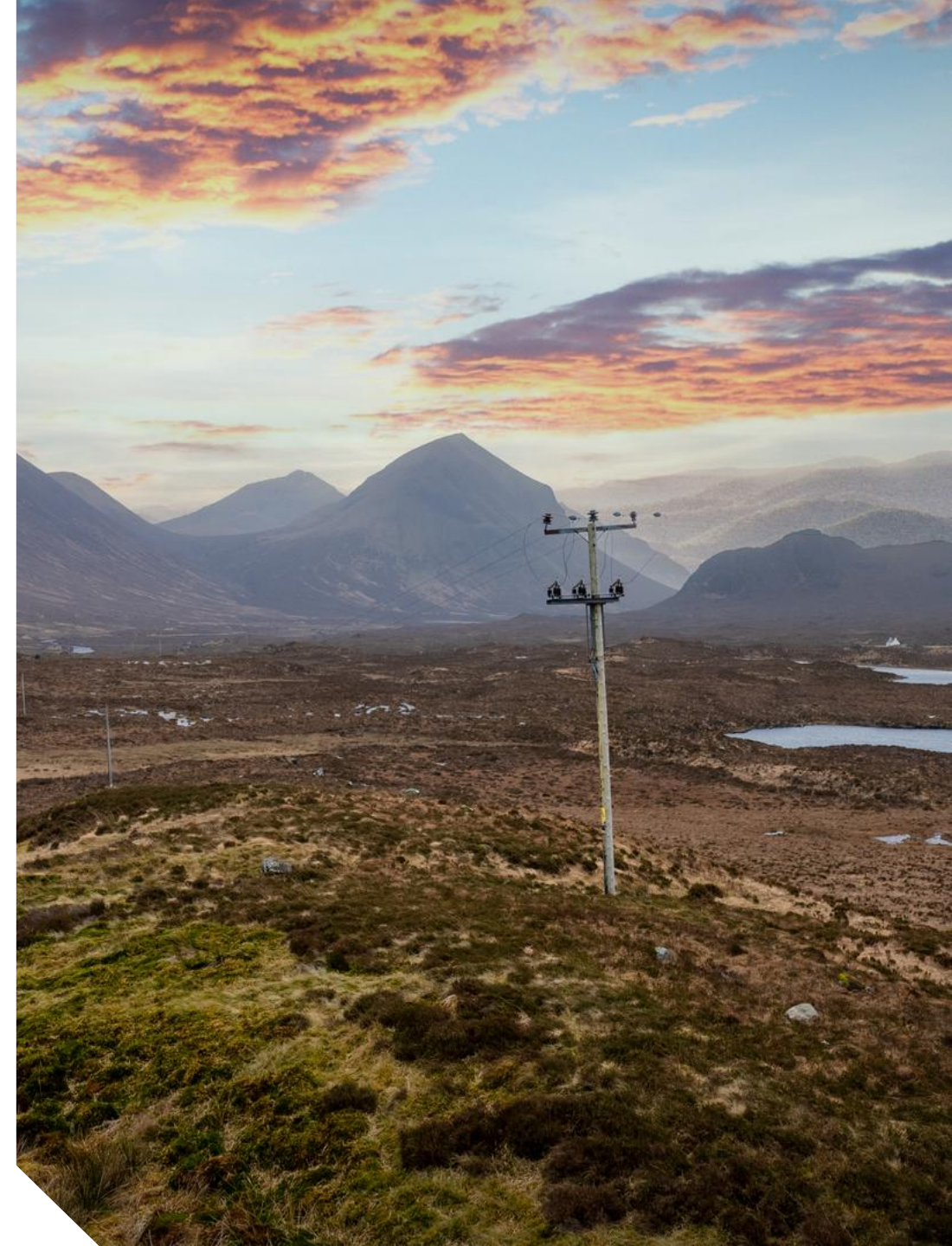
- As electricity demand grows, maintaining a reliable supply becomes increasingly important.
- Customers and communities rely on the network more than ever to power homes, businesses and essential services.
- A reliable network helps support growing demand and electrification while keeping interruptions to a minimum.

What we've delivered in ED2

- ✓ Adopted a risk-based approach to target investment where it delivers the greatest benefit and addresses most significant risks.
- ✓ Brought asset condition, network resilience and future growth planning together into a single planning approach.
- ✓ Made reliability a core strategic priority, helping guide investment and long-term network planning.
- ✓ Continued to invest in maintaining a safe, reliable and resilient network.

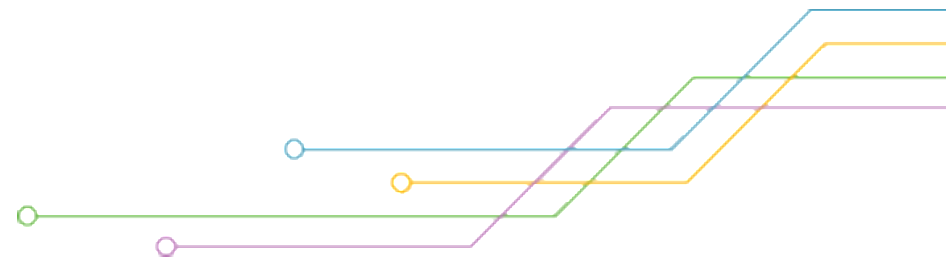
What this means for ED3

- We're continuing to invest in the infrastructure that keeps electricity flowing safely and reliably
- We're taking action to reduce network risks before they impact customers
- We're bringing reliability, resilience and future capacity needs together into one coordinated programme
- We're preparing the network for growing electricity demand while maintaining the dependable service customers rely on today





WHAT STAKEHOLDERS HAVE TOLD US...



Reliability is a non-negotiable, baseline expectation for all customers

Climate risks are escalating now; resilience must shift from reactive response to proactive, predictive adaptation.

Stakeholders increasingly expect circular asset management to strengthen long-term sustainability and resilience.

Customers expect rapid restoration, proactive communication and tailored support as standard during outages.

Current resilience vs future resilience

Stakeholders consistently support resilient and reliable networks, but differ on how much additional investment is justified today to protect against future climate, weather and network risks.





OUR DRAFT RESILIENT NETWORK COMMITMENTS

COMMITMENT		KEY MEASURES
3	Manage network risk and improve reliability We will improve reliability for customers by conducting our biggest ever asset health improvement programme, targeting end of life and high-priority assets	• TBC until Ofgem has finalised its incentive metrics.
4	Build climate resilience We will improve climate resilience through asset hardening and adaptation, prioritising investment where risks to our customers are greatest	• Deliver our Climate Resilience investment programme by 2033, including regional adaptation plans and flood mitigations
5	Strengthen cyber resilience We will continue to deliver mature, measurable cyber resilience in ED3	• Compliance with NIS-R Regulations throughout ED3
6	Minimise unplanned power cuts We will reduce and minimise the impact of customers experiencing multiple unplanned power and long-duration interruptions	• TBC until Ofgem has finalised its incentive metrics.

Do you support these proposed commitments?

What is your view on our level of ambition in this area?

Will these commitments make a positive difference to customers and communities?

As homes, businesses and public services become more dependent on electricity, how should expectations of network reliability and resilience evolve?

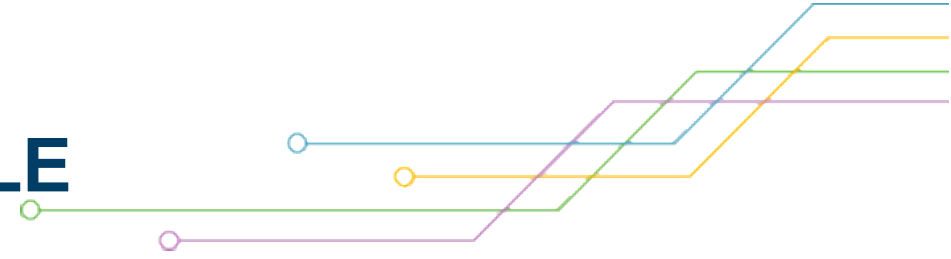


SESSION 3: BEING A RESPONSIBLE AND SUSTAINABLE BUSINESS





BEING A RESPONSIBLE AND SUSTAINABLE BUSINESS



What does this outcome cover?

Responsible and sustainable business ensures network investment is delivered fairly and sustainably, with strong customer support, protection for vulnerable customers, environmental responsibility and clear accountability.

What is Ofgem are looking to achieve?

1. Deliver long-term value for customers, communities and the environment.
2. Protect vulnerable customers and support a sustainable, low-carbon future.
3. Increase transparency, trust and accountability.

What we'll focus on today



Sustainability and the circular economy



Delivering targeted storm support



SUSTAINABILITY AND THE CIRCULAR ECONOMY

What's included?	Enhancements to our sustainable network investment and operations: circular economy principles, carbon reduction, environmental management, resource efficiency, waste reduction and responsible asset delivery.
Why it matters?	As investment in our assets and networks grow, we must continue to effectively manage any waste and carbon through asset design, delivery, maintenance and replacement.

What we've delivered in ED2	What this means for ED3
✓ Embedded sustainability in asset planning and investment decisions. ✓ Considered environmental performance alongside asset health, resilience and growth. ✓ Integrated environmental impacts into network planning decisions. ✓ Included environmental improvement initiatives in long-term planning. ✓ Made circular asset management a core NAMS pillar.	➤ ED3 will embed sustainability and circular economy principles across asset management, planning and delivery - reducing waste and environmental impacts while supporting a safe, reliable and resilient network.

The circular economy model:
less raw material, less waste, fewer emissions





DELIVERING TARGETED STORM SUPPORT

What's included?

Practical help to support customers, strengthen community resilience, and provide help before, during and after power cuts caused by storms and other extreme weather events

Why it matters?

- There is now a greater reliance on electricity.
- We are also experiencing more extreme weather events that are increasing both in frequency and duration.
- This combination is particularly difficult for some customers and communities during outages and extreme weather.

What we've delivered in ED2

- ✓ Detailed reviews of customer support provided following Storm Arwen
- ✓ Engaged widely on resilience and support priorities.
- ✓ Designed, tested, and implemented a welfare framework to ensure consistent support for customers impacted by power cuts as a result of storms.
- ✓ 500k customers now have personal resilience plans

What this means for ED3

- We'll review our Welfare Framework annually, enhancing it as necessary to make sure it remains effective
- We'll establish a network of up to 100 resilience hubs in communities across both of our network areas
- We'll support even more customers with personal resilience plans and will contact all impacted PSR customers after a storm offering a home visit to set up their home emergency plan.





WHAT STAKEHOLDERS HAVE TOLD US...

Environmental stewardship and nature-positive delivery are increasingly expected as standard.

Ethical supply chain stewardship and sustainability are now core stakeholder expectations.

The DNO role is expanding from infrastructure provider to trusted transition enabler.

Customers expect rapid restoration, proactive communication and tailored support as standard during outages.

Stakeholders support greater environmental ambition, particularly around circular economy and nature-based solutions. The key challenge is demonstrating the long-term value these approaches create for customers, communities, the environment and the network itself.





OUR DRAFT RESPONSIBLE AND SUSTAINABLE BUSINESS COMMITMENTS

COMMITMENT		KEY MEASURES
9	Transform local environments We will reduce our own emissions and make our network more energy efficient, helping deliver a lower-carbon electricity system for customers	• Scope 1 and 2 emissions reduced by 55% by 2033 against a 19/20 baseline, a SBTi aligned with a 1.5°C trajectory • Reduce domestic energy consumption losses by 47.5GWh by 2033
	Boost jobs and sustainable growth We will maximise opportunities for British businesses and manufacturers, ensuring our network investment supports regional growth, skilled jobs and lasting economic value for the communities we serve.	• We will procure a target percentage of plant & equipment across transformers, switchgear and cable from UK manufactured supply – target being developed
11	Support when customers need us most We will support customers when they need us most, providing personalised services for vulnerable customers and faster, more coordinated assistance during severe weather events.	• Up to 100 local resilience hubs enhanced or enabled by 2033 • Reach 75,000 households in fuel poverty by 2033

Do you support these proposed commitments?

What is your view on our level of ambition in this area?

Will these commitments make a positive difference to customers and communities?

2 What evidence would give you confidence that circular economy and nature-based solutions can deliver environmental benefits while maintaining reliability, resilience and value for customers?

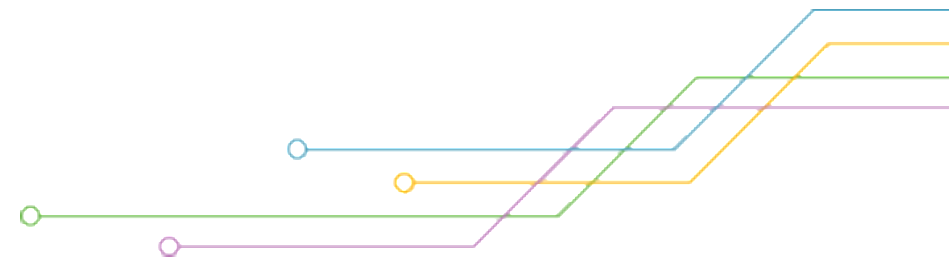


SESSION 4: DELIVERING SMARTER NETWORKS





DELIVERING SMARTER NETWORKS



What does this outcome cover?

Delivering smarter networks is about using data, digital technology, flexibility and innovation to help plan and operate the electricity system more effectively. It supports better use of network capacity, more efficient investment decisions, timely connections and better outcomes for customers and communities.

What is Ofgem looking to achieve:

1. Prepare networks for a more electrified future.
2. Use data and digital technologies to improve outcomes and lower costs.
3. Support better coordination across the energy system.
4. Enable smarter network operation through an expanded DSO role and responsible use of AI.

What we'll focus on today



Delivering a smarter network



Better data, better decisions



DELIVERING A SMARTER NETWORK

What's included?	How we plan and operate the network to maximise the capacity we already have, while planning for a decarbonised future. We're giving people access to capacity quickly and cheaply and using smart solutions and flexibility to manage the network 24/7.
Why it matters?	• Customers need to know capacity will be there when their plans are ready - not years later • Different customers need different things, so one type of connection doesn't suit everyone • Better visibility and forecasting means we plan for what's actually coming • Delivering smarter keeps costs and disruption down for everyone

What we've delivered in ED2	What this means for ED3
✓ Established integrated DSO planning, operations and flexibility. ✓ Published long-term plans and expanded connection choices. ✓ Scaled flexibility for capacity, constraints and outages. ✓ Built foundations for active voltage and losses management.	➤ Over 5GW offered earlier access to capacity. ➤ Optimised outages and reduced renewable curtailment. ➤ Better power quality and over 1GW additional hosting capacity. ➤ Lower energy waste and long-term customer costs.





BETTER DATA, BETTER DECISIONS

What's included?

The data, tools and systems we need to plan and run a far more complex network, from forecasting demand, to automating routine tasks, to giving customers and councils direct access to network information.

Why it matters

- There's far more to plan, and far more uncertainty about how fast things change
- Manual approaches worked before, but won't scale to the volume coming
- Good data means fewer surprises, fewer delays and less wasted spend giving confidence to users both internally and externally on the quality of our data

What we've delivered in ED2

- ✓ Published over 300 open network datasets.
- ✓ Expanded smart-meter insights and network monitoring.
- ✓ Developed digital forecasting and planning tools.
- ✓ Strengthened data-led planning and operational decisions.

What this means for ED3

- Publish near-real-time network visibility and open, decision-ready data.
- Identify emerging network needs earlier through integrated forecasting and modelling.
- Automate analysis to deliver faster, consistent and scalable decisions.
- Share data to strengthen coordination across the whole energy system.





WHAT STAKEHOLDERS HAVE TOLD US...

Smart systems must be simple, accessible and genuinely usable for all customers, not just those with high digital capability.

Flexibility markets are maturing, but participation is limited by complexity — requiring simplification, automation and fair, accessible market design.

Flexibility providers, developers and local actors need transparent, standardised and decision-ready network data to enable faster, more confident investment and delivery.

Innovation must move beyond pilots and deliver measurable customer and system value at scale.

Accessible by design

Stakeholders want easier access to information and services, but caution that digital-first approaches and complex processes can exclude some customers, communities and smaller organisations.





OUR DRAFT SMARTER NETWORKS COMMITMENTS

COMMITMENT

KEY MEASURES

7

Provide earlier access to connect

We will use flexibility to unlock capacity faster, helping more customers, communities and businesses connect earlier

- 5GW of earlier connections offered by 2033, up from 2.3GW in ED2

8

Enhance data-driven network management

We will deliver better outcomes for customers, including enhanced voltage management, by operating the network more intelligently through enhanced visibility, real-time control and open data

- 95% local network visibility with data published on our data portal
- Dynamic voltage management across 50% of our network
- 1 GW of hosting LCT capacity by 2033
- Integrate with the NESO Data Sharing Infrastructure (DSI) and emerging industry interoperability standards

Do you support these proposed commitments?

What is your view on our level of ambition in this area?

Will these commitments make a positive difference to customers and communities?

Stakeholders have told us they want easier access to data, better tools and clearer information. If SSEN could improve one thing to help organisations plan and make decisions, what should it prioritise?



SESSION 5: PRIORITISING OUR COMMITMENTS





OUR COMMITMENTS

1

Be ready for growing demand

We will expand network capacity in line with future energy needs, ensuring customers can make low carbon choices with confidence and communities have the infrastructure needed to grow and prosper

2

Scale flexibility to optimise our existing networks

We will maximise the use of flexibility to provide the capacity customers need while reducing unnecessary investment and helping keep bills as low as possible.

3

Manage network risk and improve reliability

We will improve reliability for customers by conducting our biggest ever asset health improvement programme, targeting end of life and high-priority assets

4

Build climate resilience

We will improve climate resilience through asset hardening and adaptation, prioritising investment where risks to our customers are greatest

5

Strengthen cyber resilience

We will continue to deliver mature, measurable cyber resilience in ED3

6

Minimise unplanned power cuts

We will reduce and minimise the impact of customers experiencing multiple unplanned power and long-duration interruptions



OUR COMMITMENTS

7

Provide earlier access to connect

We will use flexibility to unlock capacity faster, helping more customers, communities and businesses connect earlier

8

Enhance data-driven network management

We will deliver better outcomes for customers, including enhanced voltage management, by operating the network more intelligently through enhanced visibility, real-time control and open data

9

Transform local environments

We will reduce our own emissions and make our network more energy efficient, helping deliver a lower-carbon electricity system for customers

10

Boost jobs and sustainable growth

We will maximise opportunities for British businesses and manufacturers, ensuring our network investment supports regional growth, skilled jobs and lasting economic value for the communities we serve.

11

Support when customers need us most

We will support customers when they need us most, providing personalised services for vulnerable customers and faster, more coordinated assistance during severe weather events.