

Output name	Output category	Common or bespoke output?	Description	Output type	Where is the output set out in the Business Plan?	For ODIs – what is the maximum upside/downside of	Costs associated with output delivery	Funding for enhanced performance in Business Plan?	Forecast cost / BPDT reference (2)	Are there any associated outputs, uncertainty mechanisms or CVP proposals in your Business Plan?		
							Funding in Business Plan?					
	The category should be one of  * Meeting the needs of consumers and network users;  * Maintaining a safe and resilient network; or * Delivering an environmentally sustainable network	Either:  * Common - Applies in same way to more than one company  * Bespoke - Proposed by company as part of their Business Plan	For bespoke outputs only - a brief description of the output (1-2 sentences)	Please specify whether it is an  * ODI(R/F) = Output Delivery Incentive (Reputational/Financial);  * PCD= Price Control Deliverable; or  * LO= Licence	Please provide all references to the sections of the Business Plan where information on the output is set out.	If known, please provide as +/- £m (p.a)	Have costs been included in your baseline funding request to deliver the output target? (Yes/No)	Where relevant, have any costs been included in your Business Plan to fund a level of performance that is higher than the baseline level specified by Ofgem.  For example, if Ofgem has decided that there should be no change to a current target of X, but you	If yes, please reference where to find this is in the BPDT (and the £m figure).  If the costs associated with the output cannot be identified in the BPDT please explain why?	If yes, please reference where to find these costs in the BPDT (and the £m figure).  If the costs associated with the output cannot be identified in the BPDT please explain why.	For example, a separate uncertainty mechanism or an additional output which could potentially interact with this one.  Please provide a the name of any associated output, UM or CVP proposal and provide references to the sections of the Business Plan where	
Customer Satisfaction Survey	Meeting the needs of consumers and network users	Common	Meet our targets through our plan and strive to -achieve a score of at least 9.2 across all categories	ODI-F	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.1	N/A	Yes		£26.1m C4, C9, C12, C13	N/A	N/A	Customer Satisfaction Survey ODI-F
Digital Satisfaction	Meeting the needs of consumers and network users	Bespoke	Maintain/ improve our industry-leading 9.3 digital satisfaction score	ODI-F	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.1	N/A	Yes		(Included in £26.1m)	N/A	N/A	N/A
Average speed of response	Meeting the needs of consumers and network users	Bespoke	Improve average speed of response to 20 seconds on the telephone for power cuts and to five minutes on social media.	SSEN Aim	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.1	N/A	Yes		(Included in £26.1m)	N/A	N/A	N/A
Resolving complaints and simplifying our processes	Meeting the needs of consumers and network users	Common	Meet our targets through our plan and further strive to reduce complaints by 5%, resolve 75% of complaints at 1st contact, 90% within 1 day and 99% within 1 month by 2028	ODI-F	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.1	N/A	Yes		(Included in £26.1m)	N/A	N/A	Complaints metric - ODI-F
Vulnerability strategy	Meeting the needs of consumers and network users	Common	Meet our obligations to treat all customers fairly, including those in vulnerable situations. Put in place a vulnerability strategy, to be reviewed and refreshed annually and our performance incentivised	LO, ODI-F	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.2	N/A	Yes		(Included in £12.3m)	N/A	N/A	Vulnerability Strategy ODI-F
PSR gap analysis	Meeting the needs of consumers and network users	Bespoke	Reach over 1 million PSR customers by 2028, refreshing our data every 24 months	Part of Strategy	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.2	N/A	Yes		£12.3m C4, C9, C12, C13	N/A	N/A	Vulnerability Strategy ODI-F
PSR customer satisfaction	Meeting the needs of consumers and network users	Common	Improve PSR customer satisfaction scores to 9.4	Part of Strategy	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.2	N/A	Yes		(Included in £12.3m)	N/A	N/A	Vulnerability Strategy ODI-F
Fuel poverty support	Meeting the needs of consumers and network users	Bespoke	By 2028 support -50,000 households (equivalent to 114,000 customers) with fuel poverty	Part of Strategy	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.2	N/A	Yes		(Included in £12.3m)	Funding for ambitious target included in core plan, in line with stakeholder feedback	N/A	Vulnerability Strategy ODI-F
Training and development	Meeting the needs of consumers and network users	Bespoke	Train 30 employees to the City & Guilds energy efficiency qualification and introduce 200 vulnerability champions across the business from the start of ED2.	Part of Strategy	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.2	N/A	Yes		(Included in £12.3m)	N/A	N/A	Vulnerability Strategy ODI-F
Training and development	Meeting the needs of consumers and network users	Bespoke	Deliver education on LCTs to the most vulnerable and hard to reach through partners	Part of Strategy	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.2	N/A	Yes		(Included in £12.3m)	N/A	N/A	Vulnerability Strategy ODI-F
Educating on the benefits of energy efficiency and Low Carbon Technology, tackling digitally exclusion.	Meeting the needs of consumers and network users	Bespoke	Deliver a programme of targeted interventions to prepare future customers (39,000 children) whilst supporting existing customers with learning difficulties (2,400 adults) with education on fuel poverty, energy efficiency and LCTs, and upskill digitally-excluded customers (5,000) in using online services	Part of Strategy	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.2	N/A	Yes		(Included in £12.3m)	N/A	N/A	Vulnerability Strategy ODI-F
Energy Efficiency Enablement Programme	Meeting the needs of consumers and network users	Bespoke	Work with partners to reduce barriers to the installation of energy efficiency measures by 440 households in vulnerable situations	Part of Strategy	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.2	N/A	Yes		(Included in £12.3m)	N/A	N/A	Vulnerability Strategy ODI-F
Personal and Social Support Packs	Meeting the needs of consumers and network users	Bespoke	By 2028, deliver 5,000 energy efficiency packs to fuel-poor households, and 5,000 power cut resilience packs to PSR customers, tailored to their needs	Part of Strategy	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.2	N/A	Yes		(Included in £12.3m)	N/A	N/A	Vulnerability Strategy ODI-F
Personal Resilience Plans	Meeting the needs of consumers and network users	Bespoke	Proactively provide PSR customers with Personal Resilience Plans containing specific advice tailored to a customer's individual needs, helping them know what to do during power cuts	CVP	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.2	N/A	No		£7.3m M21	As agreed with OFGEM, funding requested for CVP but not included in baseline BPDT tables.	N/A	CVP
Shareholder Fund	Meeting the needs of consumers and network users	Bespoke	Introduce a shareholder-financed £500,000 annual 'Powering Communities to Net Zero' fund to support LCT accessibility initiatives for those in vulnerable situations, and community-led environmental and resilience schemes	SSEN Aim	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.2	N/A	No		£2.5m Shareholder-funded C4, C9, C12, C13	N/A	N/A	N/A
Meeting the needs of small/ medium businesses	Meeting the needs of consumers and network users	Bespoke	Introduce a Business Support Register	SSEN Aim	A VALUED AND TRUSTED SERVICE FOR OUR CUSTOMERS AND COMMUNITIES Chapter 4, Section 2 Annex 4.2	N/A	Yes		(Included in £26.1m - see row 8)	N/A	N/A	N/A
Data Best Practice Guidance	Meeting the needs of consumers and network users	Common	Continue to meet our obligations and align with best practice. In meeting these obligations, enable digitalisation across our plan. Use data in a way that meets the expectations and intent of the Data Best Practice Guidance	LO	IT AND DIGITALISATION Chapter 5, Section 2 Annex 5.2	N/A	Yes		Our Digitalisation Strategy underpins our IT and OT investments worth £264.1m. £98.3m of this supports the delivery of projects not included in other outputs. C4 C4 Non Op Capex IT Projects	N/A	N/A	N/A
Digitalisation Strategy and Action Plan	Meeting the needs of consumers and network users	Common	Continue to meet our obligations and align with best practice. In meeting these obligations, enable digitalisation across our plan. Publish and regularly review our Digitalisation Strategy and Action Plan	LO	IT AND DIGITALISATION Chapter 5, Section 2 Annex 5.2	N/A	Yes		(Included in £98.3m)	N/A	N/A	N/A
Meet our safety obligations	Maintaining a safe and resilient network	Common	Continue to meet all safety-related legal requirements	LO	SAFETY AND COMPLIANCE Chapter 6, Section 2 Annex 7.1	N/A	Yes		£294.0m CV14 Legal and Safety, CV17 RLM, CV18 OH Clearances, CV29 Tree cutting	N/A	N/A	N/A
Safety engagement	Maintaining a safe and resilient network	Bespoke	Extend our engagement on safety around our assets, reaching 50,000 partners and members of our communities by 2028	SSEN Aim	SAFETY AND COMPLIANCE Chapter 6, Section 2 Annex 7.1	N/A	Yes		£1.2m Core CIA C9	N/A	N/A	N/A
Keeping the public safe around our assets	Maintaining a safe and resilient network	Bespoke	Aim to remove redundant equipment from our unoccupied sites within 3 months to prevent risk to the public from the start of ED2	SSEN Aim	SAFETY AND COMPLIANCE Chapter 6, Section 2 Annex 7.1	N/A	Yes		£2.2m CV32	N/A	N/A	N/A
Climate resilience strategy	Maintaining a safe and resilient network	Common	Produce and report annually on our Climate Resilience Strategy	LO	MAINTAINING A RESILIENT NETWORK Chapter 7, Section 2 Annex 7.3	N/A	Yes		Incremental	N/A	N/A	N/A
Network Asset Risk Metric	Maintaining a safe and resilient network	Common	Intervene in our network assets with the highest probability of failure, reducing longer-term risk by just over 14%, relative to a future without intervention.	PCD, ODI-F	MAINTAINING A RESILIENT NETWORK Chapter 7, Section 2 Annex 7.1	N/A	Yes		£338.0m CV7a and CV9	N/A	N/A	NARMS ODI-F/ PCD
Interruptions Incentive Scheme	Maintaining a safe and resilient network	Common	Meet our targets and reduce the average frequency and duration of unplanned power interruptions affecting our customers by 20% by 2028	ODI-F	MAINTAINING A RESILIENT NETWORK Chapter 7, Section 2 Annex 7.2	N/A	Yes		£24.2m CV15 QoS	N/A	N/A	IIS ODI-F

Worst-Served Customers	Maintaining a safe and resilient network	Bespoke	By 2028 improve the network performance for at least 75% of worst-served customers	PCD	MAINTAINING A RESILIENT NETWORK Chapter 7, Section 2 Annex 7.2	N/A	Yes	£25.2m £3.3m (South), £21.9m (North) CV19 (SSES) and CV15 NOSRS (SSEH)	Funding for ambitious target included in core plan, in line with stakeholder feedback	N/A	N/A
Guaranteed Standards of Performance (quality of supply)	Maintaining a safe and resilient network	Common	Meet our obligations under GSOPs and minimise the number of customers experiencing an outage greater than 12 hours	LO	MAINTAINING A RESILIENT NETWORK Chapter 7, Section 2 Annex 7.2	N/A	Yes	Incremental	N/A	N/A	N/A
Cyber Resilience IT/OT	Maintaining a safe and resilient network	Common	Deliver our Cyber Resilience IT and OT strategy and continually monitor success of our delivery. We will refresh plans annually in line with identified risks and opportunities	PCD	MAINTAINING A RESILIENT NETWORK Chapter 7, Section 2 Annex 7.4 Annex 7.5	N/A	Yes	Confidential	N/A	N/A	Uncertainty mechanisms - cyber resilience IT/ OT
Subsea cables – targeted intervention	Maintaining a safe and resilient network	Bespoke	Replacement or augmentation of 15 subsea cables with the greatest needs case	PCD	SUPPORTING THE SCOTTISH ISLANDS Chapter 8, Section 2 Annex 8.1	N/A	Yes	£63.5m CV7	N/A	N/A	Subsea Cable
Subsea cables – strategic upgrades	Maintaining a safe and resilient network	Bespoke	Three new cables between Skye and Uist, and Pentland Firth West to Orkney	PCD	SUPPORTING THE SCOTTISH ISLANDS Chapter 8, Section 2 Annex 8.2	N/A	Yes	£83.9m CV25 HVP	N/A	N/A	Subsea Cable
Distributed Embedded Generation	Maintaining a safe and resilient network	Bespoke	Maintaining and operating standby generation for island communities at our seven island power stations	PCD	SUPPORTING THE SCOTTISH ISLANDS Chapter 8, Section 2 Annex 8.3	N/A	Yes	£42.5m: C8 £26.0m (including income from sale of units), CV15 £16.5m (Note £9.5m of this cost is also being shown in EAP output)	N/A	N/A	Subsea Cable
Shetland	Maintaining a safe and resilient network	Bespoke	Continued maintenance of Lerwick Power Station	LO	SUPPORTING THE SCOTTISH ISLANDS Chapter 8, Section 2 Annex 8.4	N/A	Yes	£99.8m C25 Shetland	N/A	N/A	Shetland Re-opener
Enabling LCT connections	Delivering an environmentally sustainable network	Bespoke	Ready the network for net zero, consistent with up to 1.3m Electric Vehicles and up to 800,000 heat pumps connecting by 2028	SSEN Aim	OUR NETWORK AS A NET ZERO ENABLER Chapter 10, Section 2 Annex 10.1	N/A	Yes	£510.2m Baseline load and connections-driven reinforcements with additional uncertainty mechanism funding in period*	N/A	N/A	Uncertainty Mechanism - strategic investment load-related
Enabling LCT connections	Delivering an environmentally sustainable network	Bespoke	Ready the network for net zero, consistent with a total of 8GW of distributed energy resource (including windfarms, solar, and energy storage) connecting by 2028	SSEN Aim	OUR NETWORK AS A NET ZERO ENABLER Chapter 10, Section 2 Annex 10.1	N/A	Yes	(Included in £510.2m)	N/A	N/A	N/A
Improving our connections process	Delivering an environmentally sustainable network	Bespoke	Improve the end-to-end process (application, design, quote and connection) for all our connections and introduce automated quotation services for domestic LCT and minor connections customers by 2025	SSEN Aim	OUR NETWORK AS A NET ZERO ENABLER Chapter 10, Section 2 Annex 10.2	N/A	Yes	£10.8m C4 and C13	N/A	N/A	N/A
Major connections strategy	Delivering an environmentally sustainable network	Common	Deliver high quality services to our major connections customers achieving a customer satisfaction of 9/10 or above by the end of ED2	LO, ODI-F	OUR NETWORK AS A NET ZERO ENABLER Chapter 10, Section 2 Annex 10.2	N/A	Yes	(Included in £10.8m)	N/A	N/A	N/A
Customer satisfaction survey (minor connections)	Delivering an environmentally sustainable network	Common	Achieve an average customer satisfaction score for connections of at least 9.2	ODI-F	OUR NETWORK AS A NET ZERO ENABLER Chapter 10, Section 2 Annex 10.2	N/A	Yes	Captured as part of our wider Customer Experience strategy (Chapter 4)	N/A	N/A	Customer Satisfaction Survey ODI-F
Connections Time to Quote and to Connect (minor connections)	Delivering an environmentally sustainable network	Common	By 2028 meet our targets and further reduce average time to Connect by 1 day in SHEPD and 2 days in SEPD compared to 2019/20	ODI-F	OUR NETWORK AS A NET ZERO ENABLER Chapter 10, Section 2 Annex 10.2	N/A	Yes	Incremental	N/A	N/A	Time to Quote and Time to Connect ODI-F
Connections Guaranteed Standards of Performance (GSOP)	Delivering an environmentally sustainable network	Common	Meet our obligations under GSOPs for connections on an ongoing basis and aim to reduce the number of failures over the period	LO	OUR NETWORK AS A NET ZERO ENABLER Chapter 10, Section 2 Annex 10.2	N/A	N/A	N/A	N/A	N/A	N/A
DSO Strategy	Delivering an environmentally sustainable network	Common	Define a DSO strategy that will be reviewed and refreshed annually with an action plan to deliver against it, including changes to IT systems, process and people.	LO, ODI-F	DISTRIBUTION SYSTEM OPERATION Chapter 11, Section 2 Annex 11.1	N/A	Yes	£73.1m CV11, C4, C9, C12	N/A	N/A	DSO Strategy ODI
Facilitating participation in flexibility markets	Delivering an environmentally sustainable network	Bespoke	Set up an annual flexibility providers forum and survey enabling regular feedback.	LO, ODI-F	DISTRIBUTION SYSTEM OPERATION Chapter 11, Section 2 Annex 11.1	N/A	Yes	(Included in £73.1m)	N/A	N/A	DSO Strategy ODI
Transparency of information	Delivering an environmentally sustainable network	Bespoke	Provide timely, accurate and accessible DSO data across all DSO roles.	LO, ODI-F	DISTRIBUTION SYSTEM OPERATION Chapter 11, Section 2 Annex 11.1	N/A	Yes	(Included in £73.1m)	N/A	N/A	DSO Strategy ODI
Improving provision of forecasting information	Delivering an environmentally sustainable network	Bespoke	Continually improve the provision of forecast information for both new and existing flexibility markets.	LO, ODI-F	DISTRIBUTION SYSTEM OPERATION Chapter 11, Section 2 Annex 11.1	N/A	Yes	(Included in £73.1m)	N/A	N/A	DSO Strategy ODI
Deploying flexible solutions	Delivering an environmentally sustainable network	Bespoke	Target 5GW of Constrained Managed Zones across multiple service types and grow our flexible connections to 3.7GW of capacity across 35 zones by 2028	SSEN Aim	DISTRIBUTION SYSTEM OPERATION Chapter 11, Section 2 Annex 11.1	N/A	Yes	(Included in £73.1m)	N/A	N/A	DSO Strategy ODI
Energy Efficiency accelerator for smarter networks	Delivering an environmentally sustainable network	Bespoke	Proactively work with Local Authorities and partners to identify and implement energy efficiency measures across our customer base that can release network capacity. Partner with local organisations, aggregators and energy suppliers and other relevant organisations to actively promote recruitment of flexibility in areas of low Market growth with a focus on fuel poor customers and those in vulnerable circumstances.	CVP	DISTRIBUTION SYSTEM OPERATION Chapter 11, Section 2 Annex 11.1	N/A	No	£36.8m M21	As agreed with OFGEM, funding requested for CVP but not included in baseline BPD tables.	N/A	CVP
Local and community flexibility market stimulation	Delivering an environmentally sustainable network	Bespoke	Track key stakeholder feedback annually through a qualitative and quantitative survey.	CVP	DISTRIBUTION SYSTEM OPERATION Chapter 11, Section 2 Annex 11.1	N/A	N/A	(Included in £36.8m)	As agreed with OFGEM, funding requested for CVP but not included in baseline BPD tables.	N/A	CVP
Whole systems feedback survey	Maintaining a safe and resilient network	Bespoke	Track key stakeholder feedback annually through a qualitative and quantitative survey.	ODI-R	WHOLE SYSTEMS Chapter 12, Section 2 Annex 12.1	N/A	Yes	Incremental	N/A	N/A	N/A
Whole systems engagement for local authorities	Delivering an environmentally sustainable network	Bespoke	Support Local Authorities' energy and heat strategy development through provision of relevant data sets and annual engagement on our DFES scenarios	SSEN Aim	WHOLE SYSTEMS Chapter 12, Section 2 Annex 12.1	N/A	Yes	£2.43m C9	N/A	N/A	N/A
Embedded Whole systems Support Services for Local Authorities	Delivering an environmentally sustainable network	Bespoke	Provide enhanced support to 72 Local Authorities and up to 200 community groups using people within our business and apply our capabilities to assist communities develop and deliver viable effective whole system and Net Zero initiatives that have an interaction with our network.	CVP	WHOLE SYSTEMS Chapter 12, Section 2 Annex 12.1	N/A	No	£12.3m M21	As agreed with OFGEM, funding requested for CVP but not included in baseline BPD tables.	N/A	CVP
Supporting broadband to island communities through our assets	Delivering an environmentally sustainable network	Bespoke	Go beyond our traditional activities as a DNO, enabling communities to access and benefit from fibres where we they are installed in our assets.	CVP	WHOLE SYSTEMS Chapter 12, Section 2 Annex 12.1	N/A	N/A	£8.0m M21	As agreed with OFGEM, funding requested for CVP but not included in baseline BPD tables.	N/A	CVP
Environmental Action Plan (EAP)	Delivering an environmentally sustainable network	Common	Produce and report annually on an Environmental Action Plan (EAP)	LO, ODI-F	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	Yes	£172.3M see individual outputs below for BPD reference	N/A	N/A	Environmental Scorecard - ODI-F
Complete flood-related activities in compliance with obligations	Delivering an environmentally sustainable network	Common	Complete works at c. 73 sites across our network in line with ETR138	PCD/ LO/ Part of EAP	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	Yes	Part of EAP (£24.2m) CV16	N/A	N/A	N/A
Sustainable Supplier Code	Delivering an environmentally sustainable network	Bespoke	Sign up 80% of our supply chain (by value) by 2028 to our Sustainable Supplier Code	SSEN Aim/ Part of EAP	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	Yes	Part of EAP	N/A	N/A	N/A
Reducing travel-related emissions	Delivering an environmentally sustainable network	Bespoke	Electrify 80% of our core vehicle fleet by 2028, reduce our average road mileage by 15% (from pre-covid levels) and limit air travel where possible.	SSEN Aim/ Part of EAP	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	Yes	Part of EAP C11 - Costs logged elsewhere in V&T tables	Funding for ambitious target included in core plan, in line with stakeholder feedback	N/A	Environmental Scorecard - ODI-F
Undergrounding in Areas of Outstanding Natural Beauty (AONBs) and National Parks (NPs)	Delivering an environmentally sustainable network	Common	Complete undergrounding of up to 83km of lines	Use it or lose it/ Part of EAP	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	Yes	Part of EAP (£11.0m) CV20	N/A	N/A	N/A
Protecting marine biodiversity: Life below water	Delivering an environmentally sustainable network	Bespoke	Explore opportunities to improve our marine environment	CVP	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	N/A	£2.6m M21	As agreed with OFGEM, funding requested for CVP but not included in baseline BPD tables.	N/A	CVP

Set Science Based Targets, accredited with the SBTi	Delivering an environmentally sustainable network	Bespoke	Set an ambitious 1.5 degree SBT (including losses) requiring at least a 35% reduction in our carbon footprint by 2028	Part of EAP	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	Yes	Part of EAP	Funding for ambitious target included in core plan, in line with stakeholder feedback	N/A	Environmental Scorecard - ODI-F
Reduce SF6 emissions from our assets	Delivering an environmentally sustainable network	Bespoke	Reduce emissions from our assets by a minimum of 35%, and begin reducing our holdings	PCD/ Part of EAP	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	Yes	Part of EAP (£5.6m) CV22	N/A	N/A	Environmental Scorecard - ODI-F, Uncertainty mechanism - environmental legislation
Manage Losses on our network	Delivering an environmentally sustainable network	Bespoke	Implement a strategy to efficiently manage losses on our network in the long-term: Re-classify losses as a Scope 2 emission and act to reduce actual losses	Part of EAP	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	Yes	Part of EAP (£4.9m) £2.7m in CV5, remainder in CV21	Funding for ambitious target included in core plan, in line with stakeholder feedback	N/A	Environmental Scorecard - ODI-F
Reduce emissions from mobile diesel generation during interruptions	Delivering an environmentally sustainable network	Bespoke	Reduce emissions by replacing mobile generators wherever possible with lower carbon alternatives or by using alternative lower carbon fuel types by 2028	SSEN Aim/ Part of EAP	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	Yes	Part of EAP (£2.2m) C6 - Hybrid generators	N/A	N/A	Environmental Scorecard - ODI-F
Reduce the reliance on our back up embedded diesel generation on our islands	Delivering an environmentally sustainable network	Bespoke	Reduce reliance on diesel back-up generation, exploring local solutions and flexibility opportunities from the start of ED2	SSEN Aim/ Part of EAP	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	Yes	Part of EAP (£9.5m) CV15 (Remote Gen Location Capex)	N/A	N/A	Environmental Scorecard - ODI-F
Nature Based Solution for Carbon Removal	Delivering an environmentally sustainable network	Bespoke	Plant 2,000 hectares of native woodland and restore 1,200 hectares of peatland in our licence areas, which are expected to remove up to 300,000 tonnes of CO <sub>2</sub> e by 2045, and provide 3000 biodiversity units by 2045.	PCD/ Part of EAP	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	Yes	Part of EAP (£26.4m) CV22	N/A	N/A	Environmental Scorecard - ODI-F
Polychlorinated Biphenyl (PCB) compounds	Delivering an environmentally sustainable network	Bespoke	Remove all PCB-contaminated assets from our network by 31 December 2025	PCD / Part of EAP	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	Yes	Part of EAP (£41.6m) CV22	N/A	N/A	PCB volume driver
Reduce leakage from fluid-filled cables	Delivering an environmentally sustainable network	Bespoke	Replace 78 km of fluid filled cable and reduce oil leakage by 20% relative to 2019/20	PCD/ Part of EAP	ENVIRONMENTALLY SUSTAINABLE NETWORK Chapter 13, Section 2 Annex 13.1	N/A	Yes	Part of EAP (£37.3m) CV22	Funding for ambitious target included in core plan, in line with stakeholder feedback	N/A	Environmental Scorecard - ODI-F
Innovation Reporting	Meeting the needs of consumers and network users	Bespoke	Publish an annual Innovation Deployment Customer Report to improve the transparency of the benefits of our innovation programme	SSEN Aim	INNOVATION Chapter 14, Section 2 Annex 14.1	N/A	N/A	N/A	N/A	N/A	N/A

This forms part of our ex-ante baseline funding request and includes £212m of connections-related reinforcement in Business Plan Data Table C2. UM funding is expected to be required for delivery of the outputs.



RIIO-ED2: Outputs Summary Table

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Output 1...											
Output 2...											

RIIO-ED2: Uncertainty Mechanisms (UMs) Summary Table

UM name	Is the UM included in our May SSMD?	Description	UM type	Where is the UM set out in the Business Plan?	Costs associated with the UM		Are there any associated outputs, uncertainty mechanisms or CVP proposals in your Business Plan?
					Funding in Business Plan?	Forecast cost / BPDT reference	
	(Y/N)	For any additional bespoke UMs only, please provide a brief description (1-2 sentences)	* Re-opener; * Pass-through; * Volume Driver; or * Other (please specify)	Please provide all references to the sections of the Business Plan where information on the UM is set out.	Have costs associated with this UM been included in your baseline funding request (Included / Not included)	If costs have been included, please state where to find the relevant costs in the BPDT (and state the £m figure here).  If the any costs associated with the uncertainty mechanism cannot be identified in the BPDT please explain why	For example, a separate uncertainty mechanism or an additional output which could potentially interact with this one.  Please provide a name of any associated output, UM or CVP proposal and provide references to the sections of the Business Plan where information on the associated output or UM is set out.
Wayleaves and Diversions	N	Costs associated with uncertain diversions costs following wayleave terminations	Re-opener and close-out mechanism	Annex 17.1	Included	CV5 Diversions (SHEPD: £2.6m; SEPD: £44.8m)	No
Shetland	N	Costs associated with subsea cable replacement following damage or faults, additional remote backup generation and cable decommissioning.	Re-openers and pass	Annex 17.1	Included	C25 Shetland (SHEPD: £99.8m)	No
Subsea cables	N	Costs associated with subsea cable replacement following damage or faults, additional remote backup generation and cable decommissioning.	Volume driver and Re-openers	Annex 17.1	Included	N/A - baseline costs do not include reactive replacement costs decommissioning costs, which the UM covers	No
Hebrides & Orkney	N	Costs associated with the outcomes of additional whole system analysis in the Scottish Islands to meet net zero to be undertaken in RIIO-ED2	Re-opener	Annex 17.1	Included	HVP; CV7; C8; CV7 (SHEPD: £151.2m)	Yes a PCD. See Annex 17.1 and 8.1
OpEx adjustor	N	Costs associated with adjusting the efficient level of operating expenditure SSEN requires to deliver specific uncertainty mechanisms.	Cost adjustment	Annex 17.1	Included	C9 (SHEPD: £278.8m; SEPD: £502.4m)	No
Distributed Generation Monitoring	N	Costs related to the possibility of increased DG monitoring requirements resulting from Ofgem's review of the issue	Re-opener	Annex 17.1	Not included	N/A	N/A
Polychlorinated Biphenyls	N	Costs related to removing assets containing PCBs from our network to meet legislative requirements	Volume driver	Annex 17.1	Included	CV22 (SHEPD: £13.2m; SEPD: £28.4m)	Yes a PCD. See chapter 13.
Ash dieback removal	N	Costs associated with removing Ash dieback diseased trees in proximity of contact with our network	Re-opener	Annex 17.1	Not included	N/A	No
Strategic Investment	N	Costs related to uncertain load-related expenditure driven by the net zero transition and rising demand for electricity. We detail our approach to this in more detail in appendix 28_A.	Volume driver	Annex 17.1	Included	CV1-CV4 (SHEPD: £71.1m; SEPD: £226.8m)	While we have not attached a PCD, the use of a volume driver that can flex symmetrically has an equivalent effect.
Smart Meter Interventions	Y	See SSMD	Volume driver	Annex 17.1		CV34 (SHEPD: £1m; SEPD: £5m)	No
Cyber resilience	Y	See SSMD	Re-opener	Annex 17.1	Included	CV11 (SHEPD: £8.2m; SEPD: £8.2m)	Yes, this will have a PCD aligned with the position set out by Ofgem in the SSMD. See Annex 7.4 and A7.5
Electricity System Restoration (Black start)	Y	See SSMD	Re-opener	Annex 17.1	Not-included	N/A	No
Environmental Legislation	Y	See SSMD	Re-opener	Annex 17.1	Included	CV22 (SHEPD: £0.2m; SEPD: £5.4m)	No
Street works	Y	See SSMD (N.B. SSEN have proposed an amendment to the design)	Re-opener	Annex 17.1	Not included	N/A	No
Rail electrification	Y	See SSMD	Re-opener	Annex 17.1	Not-included	N/A	No
Net zero	Y	See SSMD	Re-opener	Annex 17.1	Not-included	N/A	No
Coordinated Adjustment Mechanism	Y	See SSMD	Re-opener	Annex 17.1	Not-included	N/A	No
Enhanced Physical Site Security	Y	See SSMD	Re-opener	Annex 17.1	Not-included	N/A	No

RIIO-ED2: Consumer Value Proposition (CVP) Summary Table

CVP proposal name	Description	Where is the CVP proposal set out in the Business Plan?	Costs and value associated with the CVP proposal			Are there any associated outputs, uncertainty mechanisms or CVP proposals in your Business Plan?
			Funding in Business Plan?	Forecast cost / BPDT reference	Value to consumer	
	A brief description of the CVP proposal (1-2 sentences)	Please provide all references to the sections of the Business Plan where information on the CVP proposal is set out.	Have costs associated with this CVP proposal been included in your baseline funding forecast (Yes / No)	If costs have been included, please state where to find the relevant costs in the BPDT (and state the £m figure here).  If any costs associated with the CVP proposal cannot be identified in the BPDT, please explain why	What is the monetised value of the proposal to consumers (£m)	For example, a separate uncertainty mechanism or an additional output which could potentially interact with this one.  Please provide a name of any associated output, UM or CVP proposal and provide references to the sections of the Business Plan where information on the associated output or UM is set
CVP proposal 1...						
CVP proposal 2...						

**Proposition (CVP) Summary Table**

CVP proposal name	Description	Where is the CVP proposal set out in the Business Plan?	Costs and value associated with the CVP proposal			Are there any associated outputs, uncertainty mechanisms or CVP proposals in your Business Plan?
			Funding in Business Plan?	Forecast cost / BPDT reference	Value to consumer	
	A brief description of the CVP proposal (1-2 sentences)	Please provide all references to the sections of the Business Plan where information on the CVP proposal is set out.	Have costs associated with this CVP proposal been included in your baseline funding forecast (Yes / No)	If costs have been included, please state where to find the relevant costs in the BPDT (and state the £m figure here).  If any costs associated with the CVP proposal cannot be identified in the BPDT, please explain why	What is the monetised value of the proposal to consumers (£m)	For example, a separate uncertainty mechanism or an additional output which could potentially interact with this one.  Please provide a the name of any associated output, UM or CVP proposal and provide references to the sections of the Business Plan where information on the associated output or UM is set out.
<i>Embedded Whole Systems Support Services for Local Authorities</i>	We will provide support to local authorities and community groups by applying our expertise to facilitate the optimisation of the electricity network, delivery of whole system opportunities and net zero transition. From a network perspective, greater collaboration and co-creation of projects will enable the more efficient siting of infrastructure and help deliver net zero at a lower overall cost.	WHOLE SYSTEMS (Chapter 12) Annex 12.1 Annex S3	Not included	12.3 (M21)	11.2	No
<i>Supporting broadband to island communities through our assets</i>	This CVP will help to speed up the rollout of faster broadband, which will deliver significant value for consumers, businesses and communities in remote locations. Whilst the focus of our CVP is in supporting broadband services, we recognise there could be wider customer benefits through using the fibre network to share data and enable systems, such as future flexibility markets, and this would provide additional benefits to customers and communities who are currently poorly served. The ability to provide information and data to customers will allow them to make more informed decisions as the future market opportunities develop and will help ensure that no one is left behind as future markets evolve.	WHOLE SYSTEMS (Chapter 12) Whole Systems (Annex 12.1) Consumer Value Proposition (Annex S3)	Not included	8.0 (M21)	27	No
<i>Protecting marine biodiversity: Life Below Water</i>	We will improve biodiversity in the seas around our island communities, in locations at or close to our subsea cables. We are exploring opportunities to restore seagrass beds in our Scottish and Southern English licence areas which have not already been initiated by existing marine conservation initiatives. This will help reduce carbon in our atmosphere, decrease coastal erosion and protect coastal areas from storm damage, whilst also improving water quality and sea life biodiversity.	Environmentally Sustainable Network (Chapter 13) Environment Action Plan (Annex 13.1) Consumer Value Proposition (Annex S3)	Not included	2.6 (M21)	3.4	No
<i>Energy Efficiency Accelerator for Smarter Networks ' and 'Local and community flexibility market stimulation' combined</i>	Using insight gained from projects such as SAVE, LEO and Smart and Fair, which work in partnership with local authorities, community groups and organisations supporting vulnerable customers, we have developed a joint CVP proposal to seek to address both energy efficiency and local flexibility market participation through targeted action. We will use our consumer vulnerability mapping tools and build on the learning of our Smart and Fair innovation project to prioritise, where possible, communities with higher percentages of customers in fuel poverty or vulnerable situations.	DSO (Chapter 11) DSO Strategy (Annex 11.1) Consumer Value Proposition (Annex S3)	Not included	36.8 (M21)	7.1	No
<i>Personal Resilience Plan</i>	Our intention, through this CVP, is to provide our customers in vulnerable situations with additional information, personalised to their specific needs, which will inform them of how to prepare and what to do in an emergency situation. The PRP will be unique to each customer and is our way of increasing what we can do for our customers. We also have plans to help those with the most significant medical needs to have access to a battery backup, which will help should supplies be interrupted. These simple, yet effective measures, introduce a step change in how we respond to our customers at times of greatest need.	Trusted and Valued service for customers/communities (Chapter 4) Vulnerability Strategy (Annex 4.2) Consumer Value Proposition (Annex S3)	Not included	7.3 (M21)	3.9	No