

STRATEGY	STRATEGIC TOPIC	PROJECT NAME	DESCRIPTION / ACTION	OUTPUTS
BETTER	ELECTRIC VEHICLES	Taxit Electric Car Club (TECC)	One of the projects selected for funding through our Green Economy Fund	Improved transport links, community car club will allow those needing a car to attend medical appointments, job interviews and even doing the weekly shopping, offering a less expensive, low carbon and more versatile alternative to current public transport provision. Two electric cars on and running. Employment of 2 individuals.
BETTER	HEAT	Scottish Government Working Group	Enhanced partnership with regular bi-lateral meetings specifically focused on decarbonisation of heat.	We are providing network and customer data to inform future policy and payment structures for customers. Focusing on off gas grid properties, as these are reliant on higher carbon fuel.
BETTER	HEALTH AND SAFETY	Defibrillator - Jackson	Engagement with Jackson Community through investment of new substation.	Defibrillator provided and installed for use by local community.
BETTER	HEALTH AND SAFETY	White Cart River	New road planned over 132KV Transmission Underground Cable	Bridge structure was built over the cables due to loading issues from the weight of the new road.
BETTER	HEALTH AND SAFETY	Wayleaves complaint	New house built within 4m of Transmission Overhead Lines	New safe house drawings were drawn up based on information provided.
BETTER	HEALTH AND SAFETY	EN4 'look out, look up' video	Collaborated with other ONOs and ENA	Increasing safety awareness for public and workers. Recent videos have covered the dangers overhead lines when working on agricultural land and another on the danger of overhead lines when making deliveries to sites using HGVs and cranes.
BETTER	HEALTH AND SAFETY	Rugby Partnership with SRU	Rugby has allowed us to engage with hard-to-reach farming communities as there is large rugby following amongst these stakeholders, to increase their safety awareness around equipment and electricity. Access to new channels through the partnership has provided new platforms to share details why SPEN may require access to land owners sites.	Overhead line damage by equipment contact or damage on farms and fields caused by tippers/hubs/machinery has reduced from 53 incidents in 2018/19 to 12 in 2019/20.
BETTER	HEALTH AND SAFETY	Transmission Plant Protection	To protect the asset and to protect the communities around our assets	Zero public safety incidents in 2019. Increased knowledge that transmission conductors can swing in adverse weather conditions. No public safety incidents have occurred around our transmission assets in 2019.
BETTER	HEALTH AND SAFETY	Construction Events	The Health and Safety team attend a number of events across the regions to provide guidance to the Construction industry on safe working practices when working near electricity assets. Examples being: Scottish Forestry in Scotland	During the period April 2019 to March 2020 SPEN attended 18 events across our regions.
BETTER	HEALTH AND SAFETY	Farm Safety Walk	We're supporting the agricultural community with power safety tips during Farm Safety Week 2019	Helping farming communities stay safe around the electricity network.
BETTER	SUSTAINABILITY	Social media campaign #onathchanges	Promoted small changes for customers to take steps to reduce their carbon footprint	Campaign across social media with a reach of 12,508
BETTER	SUSTAINABILITY	Edinburgh's cycle hire scheme	Added 42 new hire points across the city after receiving funding from our Green Economy Fund	Low carbon travel options for residents and visitors alike. This project will help to meet the Scottish Governments 'net zero' targets and play a part in helping tackle climate change.
BETTER	SUSTAINABILITY	Stakeholder Supplier Event 2019	Annual stakeholder event with key suppliers. Discussion on the day focused on climate change	Key stakeholders were able to provide feedback and contribute to our strategy to address opportunities in the future. This is a positive event for SPEN and stakeholders to build relationships and meet face-to-face.
BETTER	SUSTAINABILITY	Green Economy Award	Award from Scottish Green Energy Awards 2019	Outstanding Project of the Year Award for our Green Economy Fund.
BETTER	SUSTAINABILITY	East Argyll Woodlands	Supporting South West Scotland in their move to zero carbon communities	Planted 2000 trees and bushes in Fullarton Woods and Ardor Quarry
BETTER	SUSTAINABILITY	Power Paired	Match making partnership offering land to local community groups	30,000m ² of land available to local communities. Cupar and Kilmarnock substations
BETTER	SUSTAINABILITY	First Bus Partnership	Funding provided through Green Economy Fund for first electric buses in Glasgow	First two commercial electric buses launched in Glasgow, contributing to Low Emission Zone Target. Each journey is saving 4kg of carbon compared to driving the same distance by car
BETTER	SUSTAINABILITY	Wishaw Roads	Upgrading the Wishaw substation road using plastic waste	2 tonnes of plastic waste from Wishaw substation offset from landfill
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	Awareness Campaign	Promoting safety	15V Online - video viewed in full 345k times (70% shared viewing experience) YouTube Advertising - 1.5m impressions. Digital Advertising - covering customer base. Pay Per Click - more than 90,000 impressions and 40,000 clicks Double Ad Manager 32m impressions Radio Partnership (City 1, Forth 1, West FM and Radio City) - 3.5m people reached through 13 weeks of ads on safety and power ad awareness (boosted in advance of storm) Paid Social Media Ads (Facebook and Instagram) - 2.8m unique people reached Bus and Rail Ad Campaign - over 2m people reached (plus 800,000 during Storm in March) Branded roadshows in shopping centres reached nearly 12,000 people Full suite of materials hand delivered to 3000 independent shops, businesses and food outlets. Full suite of materials and promotional items sent to all politicians for display in their constituency Materials sent electronically to project partners and stakeholders for use in their offices Safety videos made with Glasgow Warriors and Scotland Womens team. SRU and Glasgow Warriors Rugby Sponsorship - Safety videos played to 210,000 people attending the 6 international Scotland rugby matches plus 105,000 who attended 25 Glasgow Warriors Matches in Scotland
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	Tecoy Bilas	Group of colleagues from across business attended the Enskine Care Home to work with hard-to-reach community groups about a range of topics, from upgrading of grid to transformation of electricity networks and generation.	Increased consultation with hard-to-reach groups, increasing consenting timelines by avoiding misinformation.
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	FoodTain	Replacement of diesel vans with electric models - funded by Green Economy Fund	Serves vulnerable people in the community - 9 regions - of food and supplies Extra volunteers have stepped up during COVID-19 due to increased demand to provide a vital service.
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	Kinnearhead Wind Farm	Consultation event to provide information on the new connection.	Increased knowledge of the 132KV overhead line within the community.
FUTURE	CUSTOMER SERVICE / SOCIAL OBLIGATIONS	COVID-19 Stakeholder Engagement Strategy	New engagement strategy and comms plan put in place	Plan and programme of continued engagement using innovative solutions to keep customers and stakeholders informed and two way communication. All 27 schools in the SPEN Warriors Championship received a STEM fact card - lesson plans Community Learn Team attended 14 school visits promoting engineering careers. 2 STEM videos made in partnership with SRU and Glasgow Warriors on the transferable skills between sport and engineering
FUTURE	RECRUITMENT	STEM activation	Provide young people with information and resources on the steps to become an engineer	Upskilling of 20 qualified tradesmen every year 75% of the hubs energy will be self produced from their renewable sources. Reducing the skills gap within the area.
FUTURE	RECRUITMENT	Dumfries and Galloway Hub	Digital Skills Network Project	Multiple renewable and energy efficient technologies have been installed in the hub Bridgfordhays was visited by SRU vehicles with Scottish Womens rugby players and SPEN female engineers Increase in 405 girls taking part in the SPEN Warriors Championship in 2020. SPN team attended 4 career fairs - engaged with over 1000 school children
FUTURE	RECRUITMENT	Rugby Partnership with SRU	#GoJustForBuses campaign	Multiple renewable and energy efficient technologies have been installed in the hub Bridgfordhays was visited by SRU vehicles with Scottish Womens rugby players and SPEN female engineers Increase in 405 girls taking part in the SPEN Warriors Championship in 2020. SPN team attended 4 career fairs - engaged with over 1000 school children
FUTURE	RECRUITMENT	Career Fairs	Inspire the next generation of engineers	SPN team attended 4 career fairs - engaged with over 1000 school children
FUTURE	RESILIENCE	Drones	Using drones to check for faults on the Transmission lines	Increase speed in being able to spot faults. Reducing risk to staff as can use drones to check for faults, therefore protecting staff. Fast Tracking Project Phoenix
FUTURE	RESILIENCE	System Operability	Impact COVID-19 has had on demand	Shunt Reactors have been installed and replaced across a number of substations to help off set HV. Reduction of substation new build and replacement costs
FUTURE	RESILIENCE	Project FITNESS	Delivering digital substations	Reduction of substation new build and replacement costs Outage time has been reduced Increased renewable connections constraints have been reduced Reduced use of copper in substations
FUTURE	RESILIENCE	Rebirth/Restart Programme - Kalmes to Cockenzie	Rebirth/Restart programme started from Kalmes to Cockenzie substations which has 56 transmission towers. Stakeholder engagement is major part of project with ongoing process to keep stakeholder involved and informed.	By investing on the network here, we are continuing to provide a safe, reliable and economic service for both residents and businesses alike
FUTURE	RESILIENCE	Project Phoenix	Creating stability in the grid	Enhancing system stability to reduce power cuts
FUTURE	SMART COMMUNITIES	Zero Carbon Communities Initiative	Commissioned through our Active Network Management System, supporting community smart grid demonstrator	Report focused at £1.8bn economy boost via Future Community Energy projects and was used to lobby key stakeholders and policy makers and decision makers. Working with Glasgow Airport to deliver new development plans Farm has now diversified their income. SPEN took a large group of young farmers along to the farm to inspire, share learnings and demonstrate options for sustainable energy and the financial benefits. Sit on the board of this smart grid community demonstrator project, offering advice, guidance, network data to support 800 rural homes in the community.
FUTURE	SMART COMMUNITIES	WPI Economics Report	Commissioned WPI Economics Report on the future of the Community Energy sector and the impact on networks	Report focused at £1.8bn economy boost via Future Community Energy projects and was used to lobby key stakeholders and policy makers and decision makers. Working with Glasgow Airport to deliver new development plans Farm has now diversified their income. SPEN took a large group of young farmers along to the farm to inspire, share learnings and demonstrate options for sustainable energy and the financial benefits. Sit on the board of this smart grid community demonstrator project, offering advice, guidance, network data to support 800 rural homes in the community.
FUTURE	SMART COMMUNITIES	ODP26 Working Group	Engagement and planning for ODP26, now delayed due to COVID-19	Report focused at £1.8bn economy boost via Future Community Energy projects and was used to lobby key stakeholders and policy makers and decision makers. Working with Glasgow Airport to deliver new development plans Farm has now diversified their income. SPEN took a large group of young farmers along to the farm to inspire, share learnings and demonstrate options for sustainable energy and the financial benefits. Sit on the board of this smart grid community demonstrator project, offering advice, guidance, network data to support 800 rural homes in the community.
FUTURE	SMART COMMUNITIES	Standhill Farm	Offered alternative grid connection for renewable generation	Report focused at £1.8bn economy boost via Future Community Energy projects and was used to lobby key stakeholders and policy makers and decision makers. Working with Glasgow Airport to deliver new development plans Farm has now diversified their income. SPEN took a large group of young farmers along to the farm to inspire, share learnings and demonstrate options for sustainable energy and the financial benefits. Sit on the board of this smart grid community demonstrator project, offering advice, guidance, network data to support 800 rural homes in the community.
FUTURE	SMART COMMUNITIES	Ettrick and Torrow Community	Connected through our Active Network Management System, supporting community smart grid demonstrator	Report focused at £1.8bn economy boost via Future Community Energy projects and was used to lobby key stakeholders and policy makers and decision makers. Working with Glasgow Airport to deliver new development plans Farm has now diversified their income. SPEN took a large group of young farmers along to the farm to inspire, share learnings and demonstrate options for sustainable energy and the financial benefits. Sit on the board of this smart grid community demonstrator project, offering advice, guidance, network data to support 800 rural homes in the community.
FUTURE	SMART COMMUNITIES	RDAR Mens Group	SP Energy Networks presented at the RDAR Mens group which consists of retired engineers, coal miners and from various other professions about the huge changes taking place within the transmission network as the country transitions towards clean energy	This allowed the members to gain a real insight into the complex nature of the electricity network. This event stimulated a high amount of questions and valuable conversations
FUTURE	SMART COMMUNITIES	Glasgow Riverside Innovation Project	Working with project to ensure necessary grid capacity	By facilitating the infrastructure requirements of this project, we are supporting major new commercial premises and local start ups to prosper whilst improving resilience and service for customers.
FUTURE	SMART COMMUNITIES	Saughan Park Micro Hydro Project	A GEF project to fully integrate renewable energy solution, with electricity from a micro hydro scheme powering a ground source heat pump (GSHP) system	Will prevent over 90 tonnes of CO2 per year Generates enough energy to power the whole park Four fully electric minibuses are in operation Ability to continue to run services into Glasgow city centre - Scotland's first low emission zone. Two fully electric minibuses in operation
FUTURE	SMART COMMUNITIES	Community Transport Glasgow	One of the projects selected for funding through our Green Economy Fund providing transport through electric minibuses for vulnerable communities such as the elderly and socially deprived	Two fully electric minibuses in operation Ability to continue to run services into Glasgow city centre - Scotland's first low emission zone. Two fully electric minibuses in operation
QUICKER	CONNECTIONS	Connections Service / Response Eye	The call operator sends a customer a secure, one-time-use link via SMS or email, once accepted real-time live video streams back to the call operator whilst they maintain voice contact with the customer and direct them to show what we require to see on-site to provide a more accurate quotation.	Improvement in the speed of providing the quotation, customer service, environmental and cost savings.
QUICKER	CONNECTIONS	Project MIGRATE	Solutions to grid stability and power quality.	Collaboration across Europe to look at solutions for enabling economic stability Leading the way as the only UK network operator taking part in this transmission project MIGRATE workshop held at Scottish Power HQ in October 2019
QUICKER	CONNECTIONS	V Route overhead line	Refurbishment project	Over 90 land owners engaged Ground truth and low-pressure ground vehicles have been used to minimal impact on the environment. Use of helicopters being used to transport material to reduce vehicle movement. Visual mitigation has been improved in the local area Completion of the Dumyat Hill path
QUICKER	CONNECTIONS	Tralord Wind Farm	Connecting renewables to the transmission network.	Completed by 15 retirees in Paisley to learn about the installation of Project Phoenix and the benefits of the project.
QUICKER	FUTURE NETWORK / DSO	Project Phoenix - engagement event	Community Stakeholder Engagement Event	Attended by 15 retirees in Paisley to learn about the installation of Project Phoenix and the benefits of the project.
QUICKER	FUTURE NETWORK/DSO	Substation modernisation	Upgrading and reinforcement of SP7 substations	Continuous monitoring and inspection of equipment approaching end of life to be replaced with efficient equipment. 7 substations already upgraded.
QUICKER	FUTURE NETWORK / DSO	Project Phoenix	Stakeholder awareness	Video produced to show how Phoenix is rising to the challenge of replacing thermal power stations. Internal and external stakeholders have attended these events, increasing their knowledge on Hybrid Synchronous Compensators.
QUICKER	FUTURE NETWORK/DSO	All Energy Conference	Sponsored event	Provided presentations and displays on innovation projects such as Project Phoenix and FITNESS
QUICKER	FUTURE NETWORK/DSO	Storage and Solar Live 2019	Sponsored Event	Provided presentations from our projects and shared learnings
QUICKER	FUTURE NETWORK/DSO	PAC World Forum	Participated in Production, Automation and Control (PAC) Annual Conference. Our Director, Scott Matheson was keynote speaker. He discussed empowering people and creating smart cities is crucial to our future, and how engineers are key drivers of innovation, especially within the utilities sector.	We welcomed representatives from 12 different countries onto our Project FITNESS site in Wishaw as part of the conference technical tour to allow idea exchange, best practice sharing and demonstration, collaboration and the exploration of new technologies or processes.
QUICKER	FUTURE NETWORK / DSO	LCNI	Sponsored event	Provided presentations from our innovation project and shared learnings - CEO Frank Mitchell was headline speaker
QUICKER	FUTURE NETWORK / DSO	Digitalisation Strategy	Created and published our digitalisation strategy	Stakeholders and customers now have a transparent view of our digitalisation strategy and plan for future use
QUICKER	FUTURE NETWORK/DSO	EN4 Data Working Group Engagement	Data Systems Map now created with SSE and SCN	Providing visibility of the Energy System infrastructure and assets, and enabling optimal investment and creation of new markets.
QUICKER	FUTURE NETWORK/DSO	Active Network Management (Dumfries and Galloway)	Providing project data and benefits to existing and future customers	Empowering customers to make more informed decisions and increased opportunities for cheaper and quicker connections Installation and commissioning control in 2020
QUICKER	FUTURE NETWORK/DSO	SIA Partners Software Programme	Awarded tender for technical solution for ANM scheme	Predicting network demand and generation in advance allowing for early operation action in cases of network congestion, maintaining customers supply and less interruptions.
QUICKER	FUTURE NETWORK / DSO	Smart Data Integration Fabric (SDIF) project	Partnered with CGI to assist in delivery of digital model of our network	Improve network reliability and flexibility to further improve the service we provide to our customers and make better use of smart meter data to target restoration activities, and manage outages more efficiently
QUICKER	FUTURE NETWORK / DSO	ONLEX Event	Industry Overhead Line event	SPEN branding at event. Sharing best practice, innovation and health and safety messaging. Preparing for electric vehicles and the electrification of the heat networks as the UK moves towards Net Zero Attended by circa 2,000 stakeholders.
QUICKER	FUTURE NETWORK / DSO	Real Time Fault Level Monitor (RTFLM)	Launched trials of the world's only technology that can spot real-time levels of electrical surges in the network, by using two sensors/monitors.	Makes the grid more economic and flexible. The potential benefits for our customers are improved network resilience, faster remedial connections, reduced costs and a more efficient network. 12 bunch video - LinkedIn Impressions 1,043, YouTube views 50
QUICKER	FUTURE NETWORK/DSO	RIO-T2	Co-creating our T2 Business Plan	Challenge our RIO-T2 Innovation Strategy webinar - 36 attendees Submitted our Business Plan to Ofgem and to public for stakeholders and customers to access.
QUICKER	LAND AND PLANNING	Removal of infrastructure at Inverkip	Removal of Inverkip substation and 104 transmission pylons, ranging from 30 to 60 metres in height	Significant visual benefit for local communities
QUICKER	LAND AND PLANNING	Updated Land Code of Conduct	Presented new Land Code of Conduct at Royal Highland Show	Increased control and efficiency in dealing with Land Owners Demonstrating on how to remain safe around Transmission assets on land.