

Video Title: AN INTRODUCTION TO OUR DIGITALISATION PLANS

GC: The world is changing faster than ever before and the urgency to deliver the UK's ambitious Net Zero targets is only increasing. Our electricity networks are the backbone of the energy system that's at the heart of this transition, and through digitalisation and harnessing the power of data we're helping to drive a decarbonised future at the pace our customers need. Back when our current infrastructure was built, our homes used gas or solid fuel for heating and there was, on average, only twenty appliances running on electricity – if we compare that to today, there's more than fifty in the average home and practically every aspect of our lives relies on some sort of digital technology. Over the next two decades, we only expect to see that trend rise significantly. As we look towards a more data and digitalised future – the improvements we're making in our systems, processes and network will deliver huge customer benefits – like improving our customer service and offering more ways for our customers to self-serve, delivering connections to our network faster and making our network more open by sharing data on a range of issues like forecasting and network planning. All of this will combine to deliver an electricity network that's more resilient, safer and works for everyone in our society. While not the sole enablers of the future Net Zero energy system transition - data and digitalisation are essential to unlocking the decarbonisation and decentralisation dividends for the benefit of all consumers across the UK. As an example of this future, we're using technology, like digital twins, to build a far more detailed understanding of our network's capacity to support the increased uptake of low carbon technologies (like EVs etc) that we're anticipating in the coming years. And, perhaps most crucially, we're using new approaches in digital technology and data to streamline our own operations and become more efficient, in turn saving our customers money on their bills. I'm incredibly proud of our Data and Digitalisation Strategies – which are now more embedded and developed than ever. We've invested significant time engaging with our stakeholders and customers to design these plans. We've tested our approach with you and continue to shape our strategy through this engagement – and that's something we're committed to continuing to do throughout the energy transition. So, how will we make sure our investment in data and digitalisation delivers successful outcomes for our customers and stakeholders?

We've proposed an agile approach so that we can deliver outcomes early and incrementally 2 SP Energy Networks Internal Use SPEN Website Video Internal Use. We've already identified performance measures that will enable our progress to be tracked. And we've launched a new digital platform for stakeholders to view and influence our activities We know how important it is to keep our customers and stakeholders at the centre of our journey to a Net Zero future – where data and digitalisation will play a starring role. That's why myself and all of the team here at SP Energy Networks welcome your feedback and engagement on our plans. As the world changes, our business is adapting with it to build on our award-winning innovation portfolio and develop cutting-edge solutions. We're building a workforce for the future and developing the digital skills necessary to meet the needs of a changing energy landscape. Throughout all of this, I know that we are keeping our customers, network users and stakeholders at the heart of every decision we make. I'd encourage you all to join us on this exciting journey.