



**SP ENERGY  
NETWORKS**

A background graphic featuring a network of interconnected nodes and lines, resembling a molecular structure or a data network. The nodes are represented by small circles in shades of green and grey, connected by thin, light green lines. The overall aesthetic is clean and modern, with a focus on connectivity and technology.

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**FRANK MITCHELL**  
CEO SP ENERGY NETWORKS

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# SECTOR PERFORMANCE & TRACK RECORD



**Reliability at an all-time high:** GB electricity networks operate and maintain 821,000 km of electricity cables. Since privatisation customers have 59% fewer power cuts while their average length has been reduced by 84%.



**Costs for customers down:** The cost of transporting a unit of electricity around Britain has fallen by 17% since the mid-1990s.



**Record service:** Customer satisfaction scores currently stand at nearly 90%. DNOs support over six million vulnerable customers on their Priority Services

# SECTOR PERFORMANCE & TRACK RECORD



**Energising the economy:** Directly employing 36,000 people, the energy networks have a vital role in supporting UK plc. The UK is ranked globally 7<sup>th</sup> by the World Bank for ease of getting electricity.



**Record decarbonisation:** Over 30GW electricity generation has been connected to the distribution network, around a quarter of the UK total of 120GW connected across the entire grid



**Innovation & investment:** The National Infrastructure Commission has identified up to £8bn p.a. savings/efficiencies from networks investing in innovative new technologies.

Source: Ofgem RIIO Annual Performance Reports 2017/8

# THE WORLD IS CHANGING, AND WE WILL ENABLE THIS CHANGE



# GOVERNMENTS' DECARBONISATION AMBITIONS



**UK Government** is committed to legislating for **net-zero emissions by 2050**.



The **Scottish Government's** latest proposal is to legislate for **net-zero emissions by 2045**.



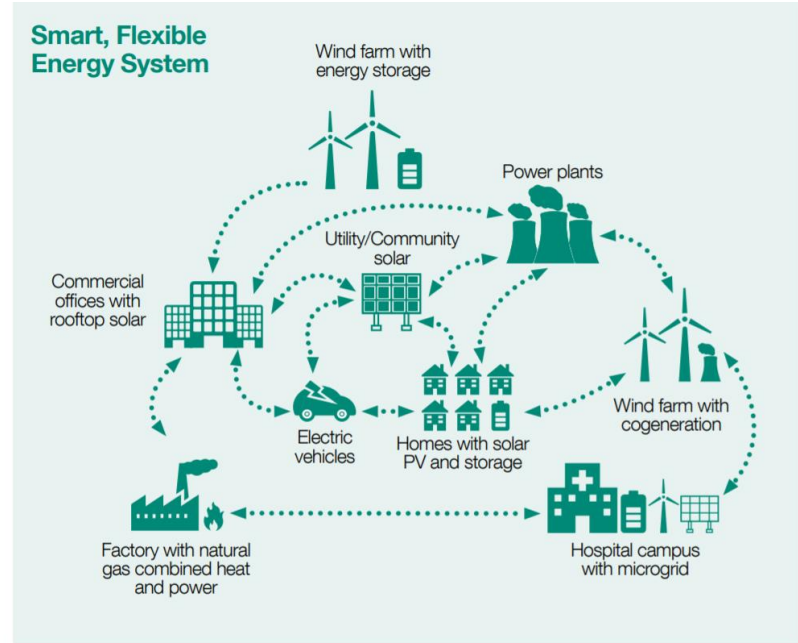
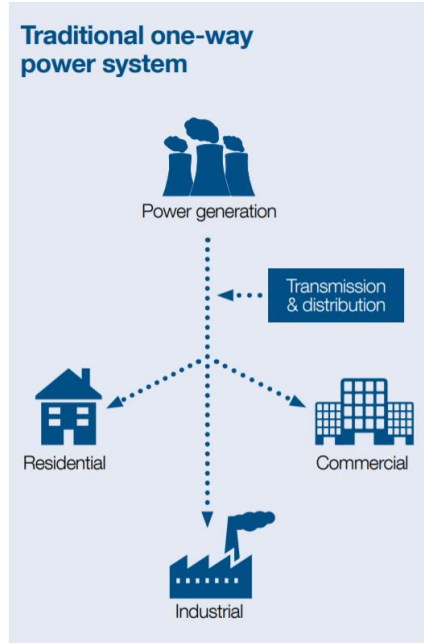
**Welsh Government** is committed to **reducing emissions by 95% by 2050**.



**UK & Wales** target for all **new vehicles to be low emission by 2040** with the **Scottish government accelerating this challenge to 2032**.

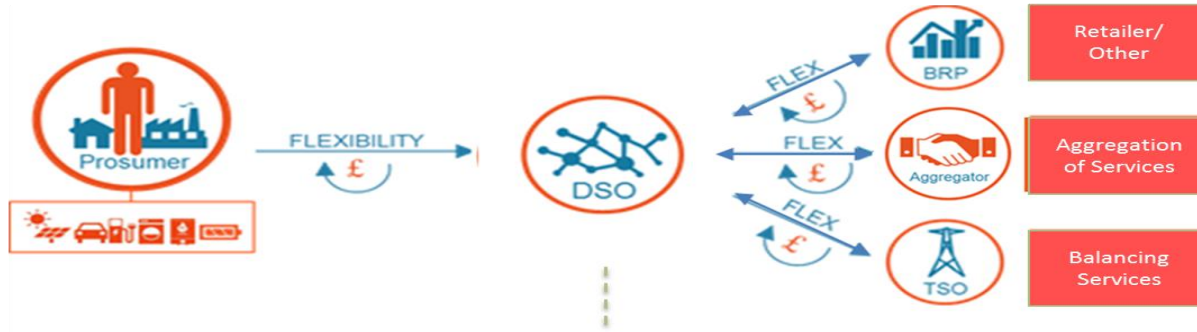


# THE TECHNICAL INNOVATION TRANSITION



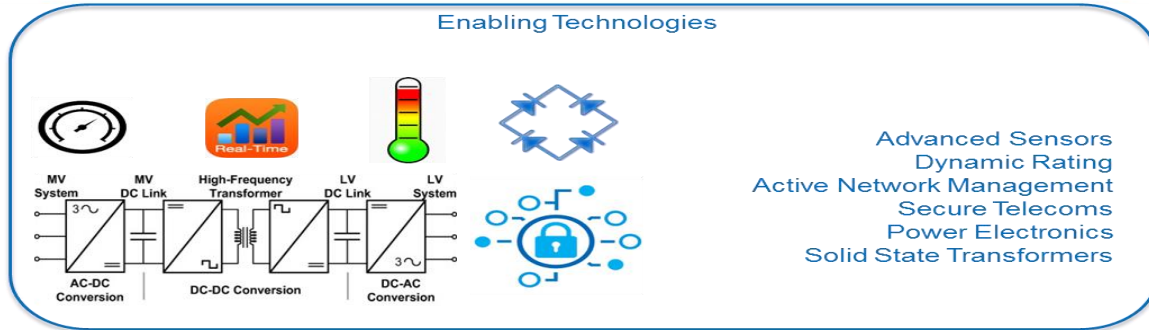
# DISTRIBUTION SYSTEM OPERATOR (DSO)

Delivering a Zero Carbon Energy System Within Framework of Efficiency and Service Excellence



### DSO Aligned SPEN Innovation Projects

- FUSION**
- CHARGE**
- DUMFRIES & GALLOWAY**  
INTEGRATED NETWORK MANAGEMENT
- LV ENGINE**  
A SMARTER ELECTRICITY NETWORK
- Visor**
- FITNESS**
- Angle-DC**





# GETTING READY FOR THE FUTURE



- ✓ **Key to success will be our people**
  - ✓ **Innovation**
  - ✓ **Skills**
  - ✓ **Customer & Community Focus**



# ATTRACT NEW TALENT AND RE-TRAINING



"Engineering is the spark that allows you to grow your curiosity, expand your horizons and let your imagination fly."

Sofia  
Design Engineer



"I wanted to be different and not limit myself to any stereotype. Now, I enjoy a new challenge every day."

Allison  
Joiner



**Women** in industry.  
**Women** in sport.

#notjustforboys

# FUTURE SKILLS AND APPRENTICESHIPS



**Digital Technologies**  
Incorporated  
Into Traditional  
Apprenticeships

**New Disciplines**  
Cyber Security  
Data Analytics

**DSO Skills**  
Requirements



# OUR ROLE: SUPPORTING OUR CUSTOMERS AND COMMUNITIES

Liverpool City Region  
Growth Strategy



## Liverpool

*“Our vision is the build on our core strengths and capacity for innovation to create a truly global and competitive City Region”*



## Glasgow

*“Transport and connectivity are fundamental to the longer-term success of Glasgow City economy. Glasgow is at the forefront of low-carbon developments”*

## The Benefits of Smart Cities



- ✓ **SOCIAL**
- ✓ **ECONOMIC**
- ✓ **POLITICAL**

# THERE ARE GREAT ACHIEVEMENTS TO CELEBRATE



Awarded for record high performance, exceeding expectations and over delivering for customers and stakeholders



World's first utilities company to achieve the BSI Kitemark for Customer Service



Accountability, the custodians of the AA1000 Stakeholder Engagement standard ranks SP Energy Networks in the top 16% of companies world-wide



Benchmarked 1st in the UK by Institute of Customer Service – placing us ahead of Amazon and John Lewis



Awarded for collaboration with Glasgow City Council, leading in the Smart Street initiative aiming to bring smarter cities to life



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