

BS 18477: 2010 SSEN journey

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Who we are

Through our two licenced electricity distribution network areas, **Scottish Hydro Electric Power Distribution** and **Southern Electric Power Distribution**, we operate and invest in an essential part of the UK's electricity system, delivering power to over 8m people in 3.8m homes and businesses.

Over **3.8 million** homes and businesses served by our networks

Over **3,700** employees across the country

More than **770,000** customers on our Priority Services Register

130,000km of overhead lines and underground cables

106,000 substations

100+ subsea cables powering island communities



Benefits in adopting A Consumer vulnerability standard



How BSI 18477 helped our business

Framework

Understanding our customers

Changing our culture

Changing behaviours

Educate our people

The benefits

Improved accessible services

Customer focused from the top down

Deepened understanding of customers in vulnerable situations

Partnerships and data sharing

Dedicated vulnerability personas

Improved support for customers

Innovations, ideas