SIF Beta Round 3 Project Registration

Date of Submission

Jun 2025

Project Reference Number

10157283

Initial Project Details

Project Title

VERIFY - Vulnerability Evaluation for Resilience Investment and Flexibility

Project Contact

Simon O'Loughlin

Challenge Area

Novel technical, process and market approaches to deliver an equitable and secure net zero power system

Strategy Theme

Net zero and the energy system transition

Lead Sector

Electricity Distribution

Other related sectors (not required)

Electricity Distribution

Gas Distribution

Project Start Date

01/09/2025

Project Duration (Months)

36

Lead Funding Licensee

SSEN - Scottish Hydro Electric Power Distribution Plc

Funding Licensees (not required)

SGN

Funding Mechanism

SIF Beta - Round 3

Collaborating Networks

SGN

Technology Areas

Asset Management

Low Carbon Generation

Community Schemes

LV & 11kV Networks

Modelling

Demand Response

Demand Side Management

Stakeholder Engagement

Gas Distribution Networks

Project Summary

Key Activities

As society reduces carbon usage and becomes greener, some people will easily participate in this energy transition, others, either by choice or factors outside their control, will not. To ensure an equitable transition, energy networks need to cater for all consumers. To deliver economic growth, and net zero, electricity networks are adapting and expanding. Doing this in a customer centric manner is a challenge SSEN are tackling with Project VERIFY.

For the first time, VERIFY will combine data on networks, properties, consumer demographics and smart meters to ensure electricity networks can better tailor network investments to match the needs of local consumers.

Collaborating with local authorities, charities, gas networks, and powerful computing technologies, VERIFY will evaluate the most cost efficient and beneficial solutions for energy networks and consumers alike.

VERIFY builds on two previous successful projects:

Vulnerability Identification via Informative Data (VIVID) pioneered the identification of potentially vulnerable households by combining multiple data sets and demonstrating that insightful data can be shared securely and compliantly.

Vulnerability Future Energy Scenarios (VFES) identified areas of high consumer vulnerability and lower levels of community resilience. VFES successfully supported investment decisions at SSEN based on consumer requirements. However, the techniques used for VFES need to be refined, made more granular and applied at scale. VERFIY will do this and take customer centric investment planning to the next level.

Expected Benefits

VERIFY will use the best available data, combine and refine it into a usable and scalable format to support networks, consumers,

and wider stakeholders by:

Improving decision making on network investments by understanding the needs of consumers connected, to targeted interventions and support, e.g. providing additional assistance to increase participation in flexibility schemes and reduce inequalities
Supporting consumers to adopt Low Carbon Technologies (LCTs)
Proactively identifying customers in vulnerable situations to provide additional support and include them on the Priority Services Register (PSR)
Better targeting of support from energy suppliers, Gas Distribution Networks (GDNs), fuel poverty partners, councils, and others
Improved digital inclusion and awareness of smart energy benefits
Cumulatively, the data shared in VERIFY will help drive a just energy transition, incorporating consumer data with Distribution Network Operators (DSOs) strategic investment process to a greater extent than ever before.

VERIFY will also build upon AI techniques used in VFES to drive better understanding of the consumers connected networks and provide a more resilient service year on year.

Bridging the gap between data-driven insights and real-world consumer needs.
Identifying vulnerable consumers through targeted, AI-enhanced decision-making.
Increasing participation in flexibility markets, greater resilience for low-income consumers, and more equitable access to the benefits from flexibility.

Delivering a GB-wide scalable/replicable service for each DSO to create low voltage investment plans while ensuring a just transition and addressing energy inequality.

The potential users of VERIFY across GB are:

Network licensees
Energy Suppliers
Local Authorities
Third Sector
Emergency services

VERIFY is a three-year project and involves some of the best minds from energy systems and supply, academia, health, data science, consumer engagement, and the third sector.
Following the project, we envisage VERIFY being deployed across all Great Britain's electricity and gas network companies.
Once implemented the economic benefits should exceed over £400m.

Add Preceding Project(s)

NIA_SSEN_0063 - VFES - Vulnerability Future Energy Scenarios

10059427 - VIVID - Vulnerability Identification Via Informative Data

10085471 - VIVID - Vulnerability Identification Via Informative Data (Alpha R2)

Add Third Party Collaborator(s)

Aberdeen City Council

Centre for Sustainable Energy

CGI

E.ON

Quarriers

Smart DCC

The Smith Institute

Cranfield University

University of Reading

Aberdeen City Health and Social Care Partnership

Project Budget

£5,972,922.00

SIF Funding

£5,331,569.00

Project Approaches and Desired Outcomes

Animal testing (not scored)

- ○ Yes
- ◉ No

Solution statement and solution focus

Significant investment is required across networks to deliver the capacity required for net zero by 2050.

Knowing how, when, and where to intervene is key to ensuring that capacity is available when needed. Having a better understanding of the circumstances and characteristics of the consumers connected, such as aspirations to decarbonise, or greater need for a resilient network, will allow Distribution System Operators (DSOs) to more accurately forecast future need, identify the most appropriate intervention, and tailor support in areas requiring additional assistance, thus driving an efficient and equitable transition.

This is especially true at the low voltage levels, where, without this more granular consumer data, there is a risk of inefficient investment, failure to meet consumer need and creating inequality.

Including customer and community requirements within our decision-making process will improve the overall efficiency of DSO investment programs, delivering benefits for all consumers.

Vulnerability Identification via Informative Data (VIVID) pioneered the identification of potentially vulnerable households by combining multiple data sets and demonstrating that insightful data can be shared securely and compliantly.

Further techniques for identifying areas of consumer vulnerability, and low levels of community resilience, were demonstrated in Vulnerability Future Energy Scenarios (VFES). Although VFES is supporting investment decisions at SSEN, the techniques need to be refined, made more granular and applied at scale.

Proposed solution

VERIFY will take learning from VFES and VIVID, and using the best available data, combine and refine it into a usable and scalable format to support networks, consumers, and wider stakeholders by:

Improving decision making on network investments by understanding the needs of consumers connected, to targeted interventions and support, e.g. providing additional assistance to increase participation in flexibility schemes and reduce inequalities
Supporting consumers to adopt Low Carbon Technologies (LCTs)
Proactively identifying customers in vulnerable situations to provide additional support and include them on the Priority Services Register (PSR)
Better targeting of support from energy suppliers, Gas Distribution Networks (GDNs), fuel poverty partners, councils, and others
Improved digital inclusion and awareness of smart energy benefits
Cumulatively, the data shared in VERIFY will help drive a just energy transition, incorporating consumer data with DSO strategic investment process to a greater extent than ever before.

VERIFY will also build upon AI techniques used in VFES to drive better understanding of the consumers connected networks and provide a more resilient service year on year.

Innovation justification

VERIFY will address Round 3, Challenge 2, Scope 4.

Working with a range of stakeholders we will bring together network, customer, and property data at scale from multiple sources in an innovative and GDPR compliant manner to better understand consumer requirements at a granular level.

This will help networks better forecast local demand growth at low voltage (LV) and identify the right interventions at the right time,

more efficiently. Where demand is forecast to increase sharply, the network can be reinforced; where flexibility is the correct intervention, schemes can be targeted to the consumer demographic, helping more people to participate in flex; where consumers are less resilient, the network can be prioritised for security of supply. It will also identify opportunities to promote the uptake of LCTs and the PSR to households who could benefit from them.

VERIFY builds on:

VIVID SIF Alpha - demonstrated the ability to amalgamate sensitive data from multiple organisations and sectors, assessing and grading the needs of consumers.
VFES NIA -- created a framework for including consumer vulnerability within our future energy scenario modelling (DFES), ensuring its consideration in DNO investment planning.
Both projects demonstrated that sharing granular data with cross sector partners produces valuable insights that can be incorporated into operational processes.

VERIFY is also informed by other NIA projects which developed innovative approaches to sharing data including, Local Energy Net Zero Accelerator (LENZA) and Near Real-time Data Access (NeRDA); and projects considering a just transition, particularly Socially Green, Smart & Fair and HOMEflex.

VERIFY will go beyond these projects, by adding new use cases and additional data sets to show how better consumer information can inform network investment improving efficiency in both planning and delivery. It will also develop techniques for engaging consumers to participate in flexibility, and improving identification of consumers in vulnerable situations, and new options for providing support i.e. addressing digital exclusion to encourage access to flexibility markets.

No project has yet considered using social and demographic factors at scale as a driver for network investment planning. This project will use granular data from local level to understand likely changes in demand which will allow DNOs to optimise investment planning ahead of need, whilst driving efficient delivery by aligning our investment plans to match the social and demographic characteristics of the community. In doing so, VERIFY will surface the consumer archetypes who would benefit from LCT adoption and find ways to facilitate it, it will also highlight areas where flexibility can be procured from consumers who would ordinarily miss out. In addition, the insights developed can also highlight where consumers are potentially vulnerable, for example by highlighting those missing from PSR. Delivering a project of this scale and complexity requires the funding and framework of SIF to allow it to develop fully.

The project will initially run a trial in Aberdeen to prove that the platform meets its aims. This will be expanded to cover both SSEN distribution areas and the engagement of different partner agencies. This scale is required to produce a well-rounded platform and methodology for adoption and would not be achieved without SIF funding. At the end of Beta VERIFY will be TRL8, IRL6 and CRL7 (large-scale demonstration, ready for BaU transition) allowing it to improve outcomes for networks and consumers.

Current network planning systems do not have sufficient visibility of the "people" connected to network to fully consider them in the planning and delivery of network investments. By working with partners and sharing data we can gain quality insights to drive efficiency, avoid potentially stranded assets, and support consumers, ensuring a fair and just transition.

Impacts and benefits selection (not scored)

Financial - future reductions in the cost of operating the network

Financial - cost savings per annum on energy bills for consumers

Environmental - carbon reduction – direct CO2 savings per annum

Revenues - improved access to revenues for users of network services

Others that are not SIF specific

Impacts and benefits description

Financial - Future reductions in the cost of operating the network

Baseline: Investments on electricity networks are based on future capacity forecasts and the age, condition and criticality of the circuits. Baseline costs will be based on the BAU approach to investment planning incorporating DFES scenarios and using

current flexibility tender methodologies. The baseline uses data from the Department for Business, Energy & Industrial Strategy Low Voltage Network Capacity Study.

Solutions: VERIFY will reduce future network operating costs by identifying the most cost-efficient way to manage network development, optimising expenditure by making data driven decisions based on an understanding of the local consumer demographics. The savings will be reflected in the cost of delivering future load related LV reinforcement program.

Metrics: Network savings to 2035 £45.62m; Network savings to 2050 £285.13m (undiscounted)

Financial - Cost savings per annum on energy bills for consumers

Baseline: Baseline will be the average cost of energy per year for GB energy consumers

Solutions: Cost savings will be made available to energy customers through improved access to heatpumps and energy efficiency measures which will provide reductions to bills through more efficient production of heat and greater thermal efficiency of houses. Savings will be measured as the reduction in average consumer bills that are able to participate in VERIFY related heatpump or energy efficiency rollouts.

Metrics: Number of households supported with energy and/or cost savings up to 5,070 with a net benefit to consumers of up to £154.89m (undiscounted) to 2050.

Revenues - improved access to revenues for users of network services

Baseline: Energy networks already focus on keeping costs low. However, in the drive to net zero new methods are required to benefit the whole energy system and energy system users.

Solutions: VERIFY will help to drive better rollout of domestic PV installations and better access to flexibility markets for consumers. These will allow consumers to gain an income by providing services to the network.

Metrics: Potential income for network users in up to 10,790 households totalling up to £301.15m (undiscounted) to 2050.

Environmental - Carbon reduction, indirect CO2 savings per annum

Baseline: The baseline will be the carbon intensity either of electricity (decreasing over time) or natural gas used for heating.

Solutions Better provision of domestic PV will export more renewable power onto the grid displacing electricity with standard carbon intensity thereby reducing emissions. Energy efficiency will improve the thermal efficiency of buildings, reducing heating bills and meaning that less gas is used. Heatpump deployment will mean that electricity is used to heat properties instead of gas with resultant carbon savings.

Metrics: Carbon emissions reduction estimation of 336,307 tCO2e to 2050.

Non SIF specific benefits

VERIFY will positively impact customers who are currently disadvantaged and getting left behind in the energy transition. Finding household who are currently in vulnerable situations and providing help to them via the PSR, Local Authority, or the third sector and helping people out of fuel poverty is a key aim for VERIFY, being on the PSR register is an essential first step in this process

The number of consumers supported directly because of identification in VERIFY will be the measure of success for this metric. We have used a Social Return on Investment (SROI) methodology to estimate these benefits building on the learning from the VIVID project.

Metrics: Number of additional households supported up to 3,642 with a net benefit (SROI) of up to £20.41m (undiscounted) to 2050.

Teams and resources

Scottish Hydro Electric Power Distribution (SSEN-D): a leading DNO and DSO at the forefront of the transition to net zero with a focus on facilitating a net zero future for our consumers, equitably and as cost effectively as possible.
CGI: Bring significant experience in large-scale data management, AI and integration across the utility sector and are acting as the solution architect.

Quarriers: one of Scotland's leading social care charities providing over 100 services and outreach projects in Scotland. They have experience delivering support programmes with the financial services sector to support vulnerable consumers facing poverty.
Aberdeen City Council (ACC) represents Scotland's third largest city, the largest in the SSEN-D Scottish licence area, allowing a large and diverse area to be evaluated, supported, and emulated.
DCC: has specific Licence Objectives to 'facilitate innovation in the design and operation of energy networks'. DCC will provide innovative, dynamic 'smart meter system dataset's' into VERIFY - in a way that individual energy suppliers can't. When combined with other datasets (including energy consumption data) - this provides new insights such as the likelihood of household vulnerability or LCT readiness.
E.ON: a leading energy supplier acting as a Critical Friend to ensure the processes developed in the Project are suitable for suppliers.
The Smith Institute: provide world leading machine learning and artificial intelligence (ML and AI). They were involved in the VFES project and will bring experience of that and their technical expertise to the VERIFY project.
SGN: are the Gas Distribution Network (GDN) for 5.9 million homes and businesses in the south of England and across Scotland. SGN are the GDN for our pilot area of Aberdeen and cover the vast majority of SSEN-D licence areas. This makes SGN the ideal partner to give VERIFY a whole system approach.
The following datasets will be critical to the delivery of VERIFY. They are all readily available within the consortium enabling timely delivery:

SSEN-D: DFES and VFES data, NeRDA, Connections Readiness Indicator (CRI), LCT installation data, network capacities, PSR, Vulnerability Mapping Tool
Quarriers: Information on locations and type of support required
ACC: Tenancy Intelligence Model (TIM) data, information on buildings, income levels across the city, health information and vulnerability information.
DCC: supplier related smart meter data; GB-wide smart meter system data
E.ON: Pilot supplier bringing their PSR and vulnerability data
The Smith Institute: VFES Machine Learning outputs and AI technologies
Beta involves three subcontractors to assist with delivery and help measure, check, and improve the services provided:

Aberdeen City Health and Social Care Partnership
University or Reading
Cranfield University
There are a number of ongoing industry initiatives such as the combined PSR Register project, which are enabling sharing of consumer data amongst licensees to drive inclusion. Likewise DNOs are increasingly working to engage and share data with local authorities on issues such as LAEP development and Resilience planning. The VERIFY project will build upon and endeavour to align with these initiatives to avoid duplication, limit costs for all involved and ultimately remove any barriers to this approach being adopted into BaU.

The VERIFY solution will still produce valuable insights for DSOs even if local authorities etc elect not to share their data, however, the more robust the data set the better the model will develop.

Project Plans and Milestones

Project management and delivery

SSEN-D will follow its well-established and proven project management processes that have successfully delivered SIF Discovery, Alpha, NIC and NIA projects. SSEN-D will facilitate regular structured Project meetings and assist Partners with co-creation of their outputs, hosting collaboration sessions as required. SSEN-D have planned regular face-to-face meetings during Beta, hosted at Partner locations to enhance collaboration.

SSEN's SIF Project Management approach will be expanded in line with the Beta project's scale. Included within this will be a formal governance structure. Terms of Reference will be agreed within the first month of the project, and will include:

Steering Board: SSEN-D, CGI, Quarriers, DCC and Aberdeen City Council will provide strategic direction and facilitate the exchange of information between the Project and external governance fora and processes. This group will meet quarterly.

Project Delivery Group: Chaired by SSEN-D, with a representative from each partner required at each session. Responsibilities include:

1.Tactical Project decisions and oversight of day-to-day delivery
2.Communication with UKRI and Ofgem
3.Updating subject matter experts within their organisations; and
4.Ensure the Steering Board is informed of progress and consulted on key decisions.

The Delivery Group will meet monthly and report to the Steering Board, supported by weekly meetings to discuss and review Project progress. These team sessions will be supplemented through face-to-face meetings to stimulate thinking and provide effective challenge while developing outputs.

Stage Gates

Three Project stage gates will act as key review points to assess progress. These are at 12, 24 and 33 months. The project will be evaluated against the following criteria:

Are the Project outcomes and business case as expected?
Is the Project aligning with network and consumer requirements?
Are there any change requirements ?
Does the Project align with current policy?
Does the Project align with other innovation projects?
At each stage gate, a progress report will be produced with a recommendation on whether or not to proceed.

Work Package (WP) delivery: Each WP has a clearly assigned lead, responsible for delivery. WP leads will be responsible for regular reporting to the Project Delivery Group. At minimum, this group will meet weekly.

Links and dependencies

There are a number of dependencies between workpackages in the project as expected and the phasing of work allows this to be managed. The timing of the stage gates is also designed to ensure that these interdependencies can be effectively managed.

The work being undertaken in WP7 ensures that the project remains aligned to wider policy and regulation so that VERIFY can be rollout post project.

Use of advanced data techniques such as AI will need to be assured and evidence will need to be provided that it will not impact data security for both the consumers or the DNO's Operational Technology.

All known risks and barriers have been recorded on the risk register which will be updated quarterly. Mitigations have been built into the delivery plan and updated as they are identified, and highest scoring risks are listed below:

GDPR constraints
Data availability and quality
Withdraw of consumer consent

Technological challenges
Supply Interruptions

The Project does not require access to the electricity network and will not result in any interruptions for consumers.

Consumers

Consumers will be engaged a part of WP6 to ensure that they have an opportunity to influence the design of the VERIFY model. As described in Q13 there are a number of ways that the outputs of the project will ensure that consumers have access to the services they need and will provide better outcomes for them in the future.

Key outputs and dissemination

Beta will deliver a working portal across the SSEN area, importing information from multiple stakeholders and accurately and securely aggregating electricity, gas and societal data to effectively inform energy network requirements.

As well as providing actionable insights to network operators, VERIFY will enable expansion of LCT and Energy Efficiency rollouts to areas where they will provide a greater benefit to networks (more efficient network operation and investment) and consumers (reduction in bills through lower energy demand) alike.

The Project has clearly outlined Outcomes and Deliverables, with key milestones outlined below:

Gate 1 - 12 Months - VERIFY will be complete and working in the Aberdeen Pilot Area
Gate 2 - 24 Months - VERIFY will be working for SHEPD licence area and can receive partner datasets
Gate 3 - 33 Months -- VERIFY will be working across both SSEN licence areas and able to receive partner datasets, ready for other DNOs to follow
All VERIFY Partners have deliverables and outputs they are responsible for, the main ones being:

Workpack 1 - Program Management (SSEN-D)

As lead partner, SSEN-D will ensure all Partners contribute to project management and governance requirements, enabling successful project delivery and cost management.

Multi-party collaboration agreement
Stage gates 1, 2 and 3 materials and payments
Dissemination events
Workpack 2 - Pilot Area (Aberdeen City) Service Delivery (CGI)

CGI will lead the delivery of this WP as the subject matter expert and using their experience from the VIVID project.

Refresh of Existing Pilot Area model developed in VIVID Alpha
Inclusion of additional Aberdeen data sets
Operating of missing vulnerable analysis
Workpack 3 - Network and property data inclusion (SSEN-D)

This work package focuses on incorporating related property, network and gas data, including hydrogen/bio-methane viability scoring.

Workpack 4 - Local Authority and third sector data, benefits, and inclusion (ACC)

This work package focuses on the expansion of data to the whole of the ACC area and conducting Third Sector and Community Engagement.

Full set of VIVID Data (people data) for Aberdeen
Engagement plan and reporting
Workpack 5 - VERIFY DNO service extension (CGI)

This work package focuses on implementing SSEN's VERIFY scoring environment and developing scoring approach.

Fully working VERIFY system
VERIFY Scoring model

Workpack 6 - Feedback, continuous evaluation and improvement (ACC)

This Workpack will deliver insights and improvement recommendations based on satisfaction surveys and engagement activities.

Satisfaction and engagement reports
Improvement recommendations
Data updates and technical report
Workpack 7 - Data governance and regulation (DCC)

This Workpack will propose changes to the current smart metering data access governance and propose a delivery plan for a smart meter 'system data' scale up.

Governance and regulation roadmap report
System data' delivery plan and scale up report
AI Assurance Report
Workpack 8 -Deployment Preparation and fast follow enablement (SSEN-D)

This work package will ensure VERIFY system is fully functional across both of SSEN-D's licence areas, and ready to be picked up by other licensees.

Deploying VERIFY outputs into BaU systems
Requirements specification and framework for other licensees to fast follow delivered
Dissemination event(s) report
Creating aggregated materials, project plans, and training documents for other licensees to implement changes and fast-follow
Further dissemination will be done:

With UKRI and their marketing teams
For energy industry: CIGRE, ENA, Smarter Networks Portal, Innovation Zero, Utility Week, Show and Tell Webinars etc.
At Academic Conferences e.g. CEIDP and ICD
Via Project Partners websites and the ENA Smarter Networks Portal
VERIFY will share findings across industry partners and make the processes transparent, open, and available for replication. The project outcomes have been designed to ensure that they do not adversely impact on competitive energy market.

Commercials

Intellectual Property Rights (IPR), procurement and contracting (not scored)

It is our intention that the Project will be delivered in accordance with the default IP Arrangements set out in the SIF Governance Document. The main contract governing the Project (the Collaboration Agreement) will include detailed, mutually agreed terms governing IP that are in line with the SIF Governance Document. The IP agreement under Alpha was written to ensure compliance with default arrangements. The Project will use the clauses as set out in the previously agreed contract. As in the Alpha phase, the Beta Project will use an IP register to track any background provided and foreground generated.

Commercialisation, route to market and business as usual

BaU Transition

The VERIFY project will demonstrate a full deployment of the solution within the Aberdeen City area, which will be extended across the remainder of the SSEN licence areas, ready to ingest Local Authority data. This will allow sufficient demonstration at scale without the additional complication and cost of onboarding multiple local authorities until the concept is fully proven.

From this, the project will deliver a detailed requirements specification for the VERIFY solution including a compliant data sharing framework that will form the basis of future procurement activities. It is expected that prospective vendors will compete in a procurement process to deliver the VERIFY services for a contracted period. This procurement process will be replicable across other network licensees. SSEN will oversee the specification development to ensure there is a clearly defined plan for BaU adoption upon completion.

Commercial Readiness of Partners

All the project partners are ready to fully participate at the scale required to deliver the project and engage in supporting any dissemination activities as part of BaU transition and implementation.

Senior Sponsorship

This project has been approved by the SSEN Distribution Executive board and has the particular interest of the Director of DSO, who is responsible for the delivery of future energy forecasts via DFES and then the creation of the investment plans to deliver the best interventions to make available the capacity required. Likewise, Director of Customer Service is supportive on the consumer facing aspects of the project

Internal Engagement

Within SSEN, we have already engaged with the IT team to understand the integration requirements and make sure that work here aligns with ongoing initiatives. The VERIFY platform will require access to significant quantities of our network data, so this pre-application work is vital to ensure that the final product works to the specifications it was designed to.

SSEN's Procurement team have been involved in the application and will support throughout the project and afterwards as necessary, especially in the development of the requirements specification ahead of deployment.

The System Planning, Whole Systems, and Flexibility Procurement teams have been engaged as well as the Consumer Vulnerability team. They will remain involved throughout the project to ensure that any barriers are identified and addressed as the project develops, critically this allows end users to be involved in the design, helping to achieve changes in process.

Deployment at Scale

VERIFY will only bring real value if it can encompass the entirety of our network areas. Following the initial pilot in Aberdeen, we will extend the project to the remainder of the SSEN licence areas by the end of Beta. This will include all the energy system and network data from DCC and SGN, as well as any public domain data sets, and it will be ready to ingest the remaining local authority data after the end of the project.

Change Management

SSEN, with support from SGN, will produce project plans and training documents in addition to the specification and data sharing framework to help other licensees adopt VERIFY.

Competitive Markets

We are very aware of the importance of not stifling market development. VERIFY will follow the default IP arrangement and will publish reports on progress as well as disseminating learnings at industry events. The outputs of the project are specifically designed to ensure a competitive market for provision of the VERIFY service is created ahead of deployment.

The scoring mechanisms developed in VERIFY will help target assistance and support to ensure that more customers can participate equitably in things like flexibility markets and LCT adoption which will help ensure a healthy competitive marketplace in the long term.

Policy, standards and regulations (not scored)

VERIFY is purposely positioning itself to sit within existing legislation, regulation and safety standards, in order to ensure that we have the ability to deliver real value immediately following the project completion without needing to wait for changes to take place. Similarly, the project will ensure alignment with related industry initiatives such as the Joint PSR to avoid duplication and manage costs.

It may be the case that future changes to legislation or regulation that allow the use of additional data sets, would allow us to derive greater value but they are not necessary to achieve the aims of the project.

Similarly, we are not looking at the need to ask for derogations or exemptions.

In order to ensure we fully understand the relevant policies, WP7 - Data governance and regulation, will explore how smart metering data can be compliantly shared and utilised in the VERIFY solution in order to deliver maximum benefit to consumers.

The VIVID project has already shown how smart meter data can be accessed to drive impact to initiatives like VERIFY, however through further consideration of regulatory, policy and legal issues we can continue to enhance the value and potential insights from this data.

WP7 will develop and deliver a roadmap that unlocks and scales the value from smart metering data in a compliant and secure way. This will include ongoing engagement with relevant Ofgem, industry and Government initiatives, to ensure smart metering data usage remains compliant but cutting edge, during the project and beyond.

Consumer impact and engagement

Cost savings, improved service reliability, and enhanced customer experience.

VERIFY will deliver three types of benefits for consumers.

From a network perspective, we will be able to optimise investment plans especially at LV to ensure that consumers have the network to best meet their needs and priorities. Maintaining levels of service reliability becomes vital as levels of electrification increase, is a key focus for VERIFY. VFES highlighted how customer needs must be placed alongside capacity requirements in future investment planning. Without customer requirements being captured and included in investment decisions, some customers could be left behind or DSOs deliver sub-optimal outcomes. VFES principles will be embedded, and improved in VERIFY. Consumer data will feed into network planning and investment processes ensuring that the needs of consumers are drivers for network development not just demand.

From the viewpoint of facilitating an equitable energy transition, VERIFY will identify consumers likely to want to decarbonise and enabling support and access to energy efficiency, heat pumps, and PV generation etc. This will bring benefits to consumers including reduced energy bills and qualitive benefits such as the value of living in a warmer house.

The third benefit is identification of consumers in vulnerable situations who would benefit from PSR services and referrals to partner organisations provide providing additional support. PSR includes additional support during power cuts, energy efficiency advice and benefit entitlement checks.

The significant benefits from VERIFY are set out in the CBA in the PM workbook.

Diverse Customer Requirements

The intention of VERIFY is to identify the whole range of consumer archetypes to ensure that those who are interested in being involved in providing flexibility or adopting LCTs are supported to access them. For those people who are able to access these technologies, or those for whom a resilient network is a priority, the correct investment decisions on the network will provide them with the electricity supply they need, this further ensures equitable treatment. By identifying areas that require support and assistance, the VERIFY project will remove barriers to customers engaging in new products and services, thus ensuring a more equitable distribution of benefits.

Customer Engagement

Customer engagement formed a crucial part of the VIVID Alpha Phase via partners who have progressed to VERIFY. Quarriers as a third sector organisation, together with ACC have, supported and facilitated discussions and events around the development of this Project. This engagement has helped shape the structure of the VERIFY project. For Beta, the Centre for Sustainable Energy will provide further engagement, research and reporting to allow for continuous improvement.

The project will also engage directly with consumers throughout the project as part of WP6 to ensure that the portal will meet their needs at the end of the project

Consumer Communication

Consumers that take part in the community engagement sessions run in WP6 will have the project fully explained to them, so they understand the potential impacts of this project. The involvement of third sector partners such as Quarriers is specifically intended to ensure that the messaging provided is appropriate for any particular group. Quarriers previous experience dealing with similar issues in the financial services sector, especially addressing digital exclusion, will give a good basis for the VERIFY project. In a post project roll out of the VERIFY portal, the insights will not flow directly to consumers but to networks companies and third parties who will have experience of engaging responsibly with consumers and providing support to deliver better outcomes for them.

Value for money

The project delivers value for money by maximising the benefits from previous successful innovation projects like VIVID and VFES, by building on their achievements and by creating a methodology and platform that allows this to be implemented at scale to deliver benefits for customers. This will also demonstrate how incremental innovation can create large scale change.

SSEN have carefully considered partner selection and deem that all selected partners are essential to the success of the project. SSEN have benchmarked their costs to comparative organisations and are satisfied that the rates provided are appropriate for the expertise they will be providing, and that these skills are not available within SSEN's resource pool.

For the subcontractors that we have procured to bring additional value to this project, we have assessed their costs against those for similar work undertaken in the past by suppliers of similar capability and are confident that these costs represent good value for money.

Total project cost has been set at £5,972,922 of which £641,353 will be met through partner contributions (11%). We are requesting £5,331,569 of SIF funding.

Associated Innovation Projects

- (•) Yes (please remember to upload all required documentation)
- ( ) No (please upload your approved ANIP form as an appendix)

Supporting documents

File Upload

SIF Beta Round 3 Project Registration 2025-06-19 12_44 - 87.6 KB
ANIP for VERIFY.pdf - 209.3 KB

Documents uploaded where applicable?

☑