



Stakeholder Newsletter

March 2018



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Director of Electricity Transmission

Electricity Transmission Owner stakeholder update

Welcome!

This is our first stakeholder newsletter focusing on the Electricity Transmission Owner part of our business.

We want to improve communications with our stakeholders, be more transparent, and use your views to directly influence our plans, so we thought it was a good time to update you on what we've been doing since our stakeholder consultations last year, how we're using what you told us, and what we're planning for the rest of the year.

We'd love to hear your feedback and how you'd like to get involved – there are links below and on page 2.

Thanks again for your interest in National Grid.

725

stakeholders formally consulted

2,081

members of the public interviewed

12

different stakeholder groups represented

What we've been doing since we last spoke

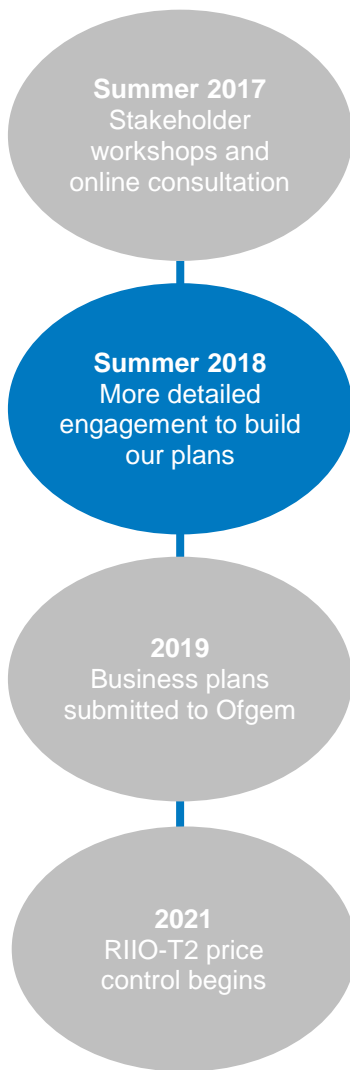
Last summer, we received feedback from over 600 members of the public and from 60 individuals representing a wide range of organisations as part of our consultation to understand stakeholders' priorities.

We published the [results](#) and committed to using these priorities as the basis of our future business plans. In Autumn 2017, we commissioned further research with over 2,000 household consumers to understand their priorities.

We've combined the results with feedback from satisfaction surveys and stakeholder panels, and from all these channels we're consistently hearing that you want us to:

- provide a reliable network, so that electricity is there whenever you need it
- provide value for money
- enable the ongoing transition towards the energy system of the future
- keep the network safe and protect it against external threats
- care for communities and the environment
- be transparent and easy to work with
- make it easy to connect to and use the electricity network
- be innovative

These are now our stakeholder priorities, and we're making sure our latest business plans reflect these needs. If you have comments on these priorities or if you disagree with them, please click [here](#) to let us know.



Want to get involved?

If you'd like to get involved in helping to build our plans, please click [here](#) to let us know what you're interested in and how you'd like us to contact you.

Contact us

You can let us know what you think of our plans, this newsletter, or anything else, by emailing our Stakeholder Engagement Manager at gary.stokes@nationalgrid.com or search for 'National Grid UK' on social media.



This year's focus: building more detailed stakeholder-led business plans

As you might know, we're five years into our current price control period, RIIO-T1, which runs from April 2013 to March 2021. At the start of each price control period, Ofgem assesses our business plans and sets our allowances for the coming period – these determine how much we charge our customers for the services we provide.

As well as making sure our plans reflect your priorities for the rest of RIIO-T1, we're now thinking about our plans for the next period, RIIO-T2, which begins in April 2021 and is likely to run for five years. As part of this process, we want to make sure that our plans – and the regulatory framework within which we operate – deliver what you need. In order to do this we need your input.



We did a lot of listening last year and we're using what you told us as the basis of our business plans. We're now planning a programme of engagement activities to work with you to develop these plans. We want to make sure they reflect what you want and need from Electricity Transmission throughout the next decade and beyond.

We'll also make sure we're including the right people in the right way in our engagement activities, and that our plans genuinely reflect what our stakeholders need from us.

Next steps

Based on what you've told us so far, we're planning to consult on the following topics, which cover all the main areas of our business plans:

- The future energy system
- Network reliability
- Network security
- Connecting to our network
- Improving the way we work
- Innovation
- Our impact on communities and the environment

We know that different stakeholders will be interested in different parts of our plans, and we're keen to make sure that we hear from everyone who has a view on what our plans should look like.

We'll be speaking with all of our stakeholder groups, from direct customers to household consumers, environmental groups to other energy companies, universities, government and suppliers.

Some of you may already be directly involved in these activities and others might be part of a group that's represented in our plans.

We'll be using as many different channels as possible to make sure we're including as many of our stakeholders as possible. We're planning workshops on specific topics, focus groups, one-to-one conversations, online consultations and independent research studies, all supported by social media.

Watch this space

We'll provide more details in April by email, through [Talking Networks](#) and on a new, dedicated section of our nationalgrid.com website.