

Report on Northern Powergrid's Customer Engagement Group discussions in April 2021

Summary

The Customer Engagement Group¹ held further discussions looking at Northern Powergrid's work on developing its business plan for Ofgem's RIIO-ED2 price control process. This is the plan that will cover the 5 years 2023-2028.

The main items we discussed this month were progress on Northern Powergrid's plans for **Decarbonisation**, **Workforce Resilience** and its **Stakeholder Engagement** work.

Decarbonisation

Northern Powergrid shared its most up to date thinking about its programme for decarbonisation, to make sure that the electricity network plays its full part in making progress towards achieving the government's targets. The company explained that they have developed a 'best view' planning scenario that is robust against all pathways to net zero and aligns with government policy. They will maintain an understanding of the development of Local Area Energy Plans (LAEPs) in the area and monitor the actual growth of demand for electricity throughout the period. The CEG encouraged the company to explore further potential ways to exploit flexibility of demand to reduce the need for expensive reinforcement of the network.

Workforce Resilience

The Company updated the CEG on current progress in respect of their approach workforce and skills and inclusion and diversity. A further update will be given to the CEG once available.

Stakeholder Engagement plan update

Northern Powergrid gave us a summary of key engagements over the last few weeks.

¹ If you want to find out more about the role of the Customer Engagement Group look here:

<https://ceg.northernpowergrid.com/>

The company is developing its material for testing customers' views about the level of bills proposed for ED2, with a big emphasis on how to explain issues clearly and straightforwardly. People in different vulnerable situations will be involved in this testing, including those who are in fuel poverty.