

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

Summary

The Customer Engagement Group¹ held further discussions looking at Northern Powergrid's work on developing its business plan for Ofgem's RII0-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 **draft business plan** and its **Stakeholder Engagement** work.

Business Plan

Northern Powergrid shared its progress on its draft business plan that will be submitted to Ofgem and published at the beginning of July. Further work on developing the plan will continue after this date and the company will welcome feedback on it from their stakeholders. The final version of the business plan will be submitted to Ofgem in December 2021. The Customer Engagement Group are now preparing their Interim Report which will be published on the Customer Engagement Group microsite early in August.

We asked Northern Powergrid to make sure it reports each year to its stakeholders on all the commitments in the business plan, not just those that are subject to numerical metrics and targets.

We also discussed the company's progress in addressing the issues and Challenges raised by the CEG in the course of our scrutiny of the developing plan (you can see all the Challenges on our microsite – link). We agreed that we expect the company's responses to three of the Challenges to still be 'work in progress' when the draft business plan is published, so that more work will be needed before the publication of the final plan in December. These are the ones on Northern Powergrid's role as an Anchor Institution in its communities; the company's workforce diversity strategy; and its strategy for data and digitalisation.

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 looking to ensure that the impact of the feedback from engagement work is clearly reflected in its draft business plan. The company is currently starting to plan the next wave of engagement for its final business plan.