

Minutes and actions of the National Grid Electricity Transmission Independent Stakeholder Group (ISG) Meeting 09

ISG	NGET-ISG09
Meeting Date:	13 th November 2024
Location:	Microsoft Teams
Start Time:	9:00 – 13:30
Attendees:	<p>Acting Chair: Karl Drage (KD), Independent Member</p> <p>Technical Secretary: Amelia Affum (AA),</p> <p>Members:</p> <ul style="list-style-type: none">• Zoe McLeod (ZM), Independent Consumer Advocate• Barry Hatton (BH), UKPN• Denise Massey (DM), Energy Innovation Centre• Cheryl Hiles (CH) West Midlands Combined Authority• Eddie Proffitt (EP), Major Energy Users Council• Alex Schoch (AS), Octopus Energy• Roz Bulleid (RB), Green Alliance <p>National Grid Representatives:</p> <ul style="list-style-type: none">• Robert Salter-Church (RSC), National Grid, Head of UK Regulatory Strategy• Martin Winter (MW) - National Grid Electricity Transmission Regulatory Policy Senior Manager• Jeni Ray (JR) – National Grid Strategic Electricity Transmission, Head of Stakeholder Management & Insights• Martin Winter (MW) - National Grid Electricity Transmission Regulatory Policy Senior Manager• Lydia Ogilvie (LO) - Head of Electricity Transmission Corporate Affairs • Corporate Affairs• Sara-Lee Kenny (SLK) - National Grid Electricity Transmission, Stakeholder Strategy and Planning Manager
Apologies:	<p>ISG Members</p> <ul style="list-style-type: none">• Trisha McAuley (TM) ISG Chair• Julian Leslie (JL), National Grid, Electricity System Operator• Stew Horne (SH), Energy Savings Trust• Jane Cooper (JC), Renewable UK <p>NGET Members</p> <ul style="list-style-type: none">• Alice Delahunty (AD), National Grid President of Electricity Transmission

Minutes

Agenda Reference	Minutes Summary
	<p>The ISG convened for its ninth meeting. The meeting focused on reviewing the updated sections of the draft business plan, incorporating feedback from the previous meeting on 30th October.</p> <p>Business Plan Review</p> <p>AD Introduction The ISG praised the introduction for its accessibility, optimistic tone, and minimal jargon. They appreciated the personal touch but recommended more emphasis on the scale of challenges ahead to build confidence. Concerns were raised about the stark phrasing around consumer costs and the need to reflect changing relationships with consumers, especially low-income groups.</p> <p>Executive Summary The revised Executive Summary was seen as a significant improvement. Members appreciated the use of examples and the inclusion of risks. However, they suggested:</p> <ul style="list-style-type: none"> • Better structure and formatting. • Inclusion of graphics (e.g., network maps). • Clearer representation of affordability and deliverability. • Regional breakdowns and stakeholder engagement baselines. <p>Ambition and Environment Feedback highlighted inconsistencies in ambition structure and language. The ISG urged NGET to:</p> <ul style="list-style-type: none"> • Recognize the link between nature, communities, and net zero. • Demonstrate ambition through stronger narratives and benchmarks. <p>Stakeholder Engagement The ISG emphasized the need for:</p> <ul style="list-style-type: none"> • Nuanced messaging reflecting diverse stakeholder views. • Clear attribution of stakeholder voices. • Stronger linkage between stakeholder insights and business plan content. • Avoidance of sweeping statements without evidence. <hr/> <p>Sectional Feedback</p> <p>Fit for Low-Cost Transition Quotes were appreciated for adding personality, but the ISG sought for broader representation beyond senior leaders. Environmental goals were seen as lacking ambition, with suggestions to improve targets on recycling, biodiversity, and water pollution.</p> <p>Secure and Resilient The ISG noted that RIIO-3's focus had shifted from asset health (RIIO-2) to new development.</p> <p>Quality of Services The ISG called for:</p> <ul style="list-style-type: none"> • SMART objectives. • Metrics on ethnicity/disability pay gaps and volunteer hours. • Clearer communication on community engagement and visual impact initiatives. <p>Long-Term Value for Money The ISG requested:</p> <ul style="list-style-type: none"> • Stronger focus on external data use. • Updated language around vulnerable customers. • Case studies and visuals to enhance engagement.

General Observations

The ISG acknowledged the improvements made and encouraged NGET to:

- Maintain clarity and authenticity.
- Ensure consistency between the Executive Summary and full plan.
- Include real-world impacts and relatable statistics.
- Strengthen stakeholder engagement references throughout.

Next Steps

NGET aimed to issue a full draft to the ISG for a further review .