

Minutes and actions of the National Grid Electricity Transmission (NGET) Independent Stakeholder Group (ISG) Meeting 16 ISG

1. Overview and agenda

Table 1: Overview of meeting

Meeting Date:	27 November 2025
Location:	National Grid House, Warwick and MS teams
Time:	10:00 – 16:00
Attendees:	Chair: Trisha McAuley (TM) Members present: • Eddie Proffitt (EP), Major Energy Users Council • Roz Bulleid (RB), Green Alliance • Cheryl Hiles (CH) West Midlands Combined Authority [from 11.45] • Zoe McLeod (ZM), Independent Consumer Advocate • Alex Schoch (AS), Octopus Energy National Grid representatives: • Alice Delahunty (AD), NGET, President of Electricity Transmission [11.20-13.00] • Rob Salter-Church (RSC), NGET, Director of Regulation, Electricity Transmission • Martin Winter (MW), NGET, Regulatory Policy Senior Manager • Leigh Lipton (LL), NGET, Stakeholder Communications Manager Minute taker: Richard Holcroft (RH), NGET Additional attendees for specific agenda items: <i>Ambition to Action:</i> • Danny Longbottom (DL), NGET [11.20-13.00]

	• Lydia Ogilvie (LO), NGET [11.20-13.00] <i>System Access:</i> • Honor Hynes (HH), NGET [14.00-15.00] <i>TNCC visit:</i> • Phil Grant (PG), NGET [15.00-15.40]
Apologies:	ISG members: • Paul Wakely (PW), NESO • Kieran Coughlan (KC), UKPN • Karl Drage (KD), Noventa Energy Partners • Ana Musat (AM), Renewable UK • Stew Horne (SH), Energy Saving Trust • Denise Massey (DM), Energy Innovation Centre NGET representatives: • Sandip Thakrar (ST), NGET, Chief Financial Officer

Figure 1: Meeting agenda

Start Time	End Time	Time (hr:min)	Agenda Item	AGENDA	Presenter(s)
10:00	10:15	00:15	1	Welcome from Chair, introductions, housekeeping, minutes and actions, declaration of interest	Chair
10:15	10:45	00:30	2	Closed session – Performance scorecard & A2A	ISG
10:45	11:15	00:30	3	T2 Performance Scorecard	Rob Salter-Church
11:15	11:30	00:15		Break	
11:30	13:00	01:30	4	Ambition to Action	Sandip Thakrar, Lydia Ogilvie, Danny Longbottom
13:00	13:45	00:45		Lunch	
13:45	14:00	00:15	5	Closed session – System access	ISG
14:00	15:00	00:60	6	System access	Honor Hynes, Richard Lamb
15:00	15:30	00:30	7	TNCC visit	Phil Grant
15:30	15:45	00:15		Break	
15:45	16:00	00:15	8	Final closed session – covering any Chair Updates	ISG
16:00	16:00			MEETING CLOSE	

2. Minutes

Table 2: Minutes for each agenda item

Agenda Reference	Minutes
	The sixteenth meeting of the National Grid Electricity Transmission (NGET) Independent Stakeholder Group (ISG) took place in Warwick and via MS Teams, chaired by Trisha McAuley. The Chair opened by thanking contributors, noting attendance changes, and confirming that previous minutes were approved. A correction to an earlier action log was highlighted, and several past actions were confirmed as either closed or still ongoing. Performance Scorecard & T3 Plan A closed session began the meeting, followed by discussion led by Rob Salter-Church on the Performance Scorecard and preparations for the T3 regulatory period. The Group

	discussed matters relating to project delivery, including technology choices, optioneering with Ofgem, and differences between ongoing projects and those still in earlier stages. Across technical and customer-related performance areas, members discussed delivery challenges, contractor issues, network outages, evolving asset health assessments, and the implications of these factors for future planning. Safety performance (where NGET leadership emphasised continued focus on safety culture and root-cause analysis) and human resources were also discussed in detail. Ambition to Action (A2A) Programme The group received an update on NGET's Ambition to Action initiative, focused on closing the gap between organisational ambition and stakeholder expectations. Three main transformation initiatives were discussed: 1. In Service of Our Customers – covering how NGET defines customers, how segmentation could be improved, and how customer-centric behaviours should be embedded. 2. Improving Delivery Flow – focusing on outcome-led planning, outage management, adaptive access, and methods for reducing disruption. 3. Reimagining the Workforce – covering workforce transformation, constrained roles, digital enablement, and internal culture shifts. Further discussion centred on stakeholder transformation, data usage, community engagement, and conflicting stakeholder expectations. Key challenges were captured, including reducing reliance on corporate-style language, clearly describing cultural and operational change, improving customer segmentation, and strengthening strategic customer relationships. System Access The ISG received a detailed presentation on outage planning, system access processes, and the scale of upcoming work. The discussion explored customer influence on outage planning, coordination with NESO, and constraints on the network.
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	TNCC Visit The group concluded with a site visit to the TNCC, including a guided tour and presentation.
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