

GD3 Business Planning Stakeholder Engagement Event

Summary Report

September 2023



SGN

Your gas. Our network.

Event Summary

Why did SGN hold this event?

In December 2024, SGN is required to submit a business plan covering the next price control period of 2026 -2031 (GD3) to the energy sector regulator, Ofgem. This plan will document the company’s intended activities during this period and the cost associated with operating the business. SGN is committed to delivering a plan that meets the needs of all its stakeholders and customers. This event launches a series of events that will give stakeholders the opportunity to provide their input on parts of the plan that matter most to them.

What did SGN share?

SGN shared information about the process for developing the business plan and the role of stakeholder engagement in it.

Our current price control (GD2) commitments were shared with an update on progress against them. The outcomes of preceding stakeholder satisfaction survey were shared, explaining that the seven priority areas of the current business plan remain relevant and unchanged.

What did SGN learn?

Stakeholders were split into discussion groups and asked for their thoughts on SGNs investment in the priority areas. The options were to invest less, the same or more time and money. The key insights gained where:

Developing low carbon energy solutions and supporting customers in vulnerable circumstance received the strongest support for more investment of time and money.

- Development of low-carbon gas solutions like hydrogen seen as crucial to SGNs long-term future
- Investment needed along the whole supply chain
- Concern over the impact of rising costs on vulnerable customers but ensure SGN’s support is balanced and appropriate

Investing in efficiency to keep costs low was also high on the agenda of the stakeholders taking part.

- Investing in efficiency seen as a route to longer-term cost savings
- Balance with investment in other priority areas
- Changing or improving practice could see increased efficiency for example, improved training for engineers or reducing outsourcing

Addressing our environmental performance to reduce our carbon footprint is also considered an area for increased investment of time and money.

- Reducing leaks and supporting the development of low-carbon gases suggested as focus points
- Updating vehicles to less polluting options where practicable is desired
- Government policy now and in the future should be factored in to plans

SGN is performing well in acting safely, ensuring gas supply reliability and availability, and providing excellent customer service, so current levels of investment should be maintained.

- Safety is paramount and there should be no complacency
- Concerns raised about maintaining current reliability and availability in future if new fuels like hydrogen are introduced
- Increased technology and innovation could maintain or improve performance without further investment

Key Event Info



26 September 2023



Inclusive online event



89 participants



74 organisations representing nationwide interests



Public, private and third sector representatives in attendance

What did stakeholders think of the event?

Stakeholders were invited to share their views on the event through a Slido poll. In summary:



94% agreed that they were satisfied overall with the event.



85% agreed that topics discussed were relevant to their area of work.



91% agreed the event had enhanced their understanding of SGN and its activities.



100% felt the facilitation was professional and effective.



97% agreed the format was appropriate and enabled them to have their say.



97% felt confident SGN will listen and act on the views.