

SGN Engage

Stakeholder Satisfaction Survey 2023

Key Findings and Learnings

July 2023



SGN
Your gas. Our network.

1 Introduction

At SGN, we are committed to evaluating our stakeholder engagement activities to ensure we continue to meet the high standards we set for ourselves and that our stakeholders and customers expect from us.

Each year, we conduct our Stakeholder Satisfaction Survey as a pulse check on how we've done in the past 12 months. This helps us identify where improvements can be made in the coming year.

In June 2023, we sent out our survey to all those we had engaged with since summer 2022. With an all-time high response from 222 stakeholders from a variety of backgrounds, this year's results are the most comprehensive since we started in 2018.

This report details the key findings and learnings for SGN.

2 Stakeholder satisfaction at a glance

222 Respondents took part in 2023, the highest number since the survey launched in 2018.

The respondents were categorised into:



Public Sector



Private Sector



Charity /Third Sector

and were further split into whether they had remits covering Scotland, Southern England or Both/National.

2023 Scores:

	 Relationship satisfaction	 Comms satisfaction	 Listen & act satisfaction
2024 Score (out of 10)	8.0	8.4	7.8
Change vs. 2023	 0.2pts	 0.1pts	 No change

*No statistically significant results.
pts = points change*



Getting the balance right

88% of respondents thought the frequency of communications was about right. However, 13% thought we should be communicating more.



Giving stakeholders a voice

56% 'Strongly agree' or 'agreed' we've provided opportunities for them to challenge & influence decision making. This was a decrease of 6 percentage points (ppts) on last year. 30% selected 'neither agree nor disagree' and 14% 'strongly disagree' or 'disagree'.

Overall, stakeholder satisfaction remains high. We'll continue to improve how we communicate with stakeholders, with a particular focus on how we keep stakeholders informed of our plans and how we've used their input to inform key decisions.

3 Priority areas

Stakeholder engagement has told us that the priority areas we have focussed attention on throughout the GD2 business plan period remain relevant.



In terms of **'Reliability and availability of gas supplies'** 84% of stakeholders think we are 'excelling' or 'performing well' on. Down 5ppts vs. 2022.

A slight majority of stakeholders think we should maintain levels of investment (52%).



When it comes to **'Acting Safely'**, 84% of stakeholders think we are 'excelling' or 'performing well'. Down 3ppts vs. 2022.

A slight majority of stakeholders think we should maintain levels of investment (56%).



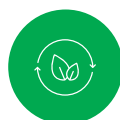
'Keeping costs down' whilst delivering value-adding initiatives beyond our core responsibilities underpins our approach to all that we do. As might be expected, 78% of stakeholders expect us to invest more in finding efficient, cost effective solutions.

Where should SGN invest more time and money?

Stakeholder priorities in 2023 remain consistent with previous years. When asked to rank the same priority areas on which SGN should invest more time and money, aside from taking measures to keep costs down, stakeholders want to see a focus on the follow Top 3 areas:



Developing future low-carbon energy solutions



Improving our environmental performance



Supporting customers in vulnerable circumstances

This gives us an initial idea of what areas we may focus our thoughts on for initiatives within our discretionary commitments as we develop our business plan for the next price control period (GD3) covering 2026 -2031.

4 Listen and Act

What's working well

The stakeholders who responded told us they think we are performing well and/or excelling most in areas of **'Acting safely', 'Reliability and availability of gas supplies' and 'Supporting customers in vulnerable circumstances' and 'Providing excellent customer service'.**



What could be improved

The stakeholders who responded told us they think we could do better when it comes to **'Minimising disruption associated with roadworks', 'Keeping the costs down' and 'Improving our environmental performance' and 'Developing future low carbon solutions'.**

Stakeholders suggested that, to improve how they view our performance, the top 4 things we could focus on are:

1. Communications
2. Decarbonising faster
3. Supporting customers in vulnerable circumstances
4. Minimising disruption associated with road works.

Our commitment to stakeholders

At SGN we are committed to improving our communication and engagement activities to meet the evolving needs of our customers and stakeholders.

Taking onboard the results of the 2023 stakeholder satisfaction survey, we are committing to:

1. Improving when and how we communicate with stakeholders on the things that matter most to them.
2. Demonstrating how we have listened to stakeholder feedback by being more transparent about how it has shaped our plans and strategies, especially around our decarbonisation plans.
3. Strengthening existing collaborations with partner organisations and forging new partnerships to increase efficiency and effectiveness, especially around supporting vulnerable customers and minimising the disruption caused by our roadworks.