

# Shaping our Plans Together

## GD3 Business Plan Update Webinar

Summary Report

October 2024



# SGN

Your gas. Our network.

## Event Summary

### Why did SGN hold this event?

SGN is required to submit a business plan covering activity in the next Gas Distribution price control period of 2026 -2031 (GD3), to the regulator Ofgem in December 2024. We are committed to developing a plan that reflects the needs of our customers and stakeholders. As such, we have been engaging with various customer and stakeholder groups to hear their thoughts on what initiatives they think we should be prioritising our efforts and resource on in the GD3 period. This webinar was held as a final opportunity to engage all those who have been involved in the process and/or who wished to hear about how stakeholder feedback had shaped the plan as it nears submission.

### What did SGN share?

SGN shared an overview of the research that had led to the identification of customer and stakeholder priority areas, namely vulnerable customer support, future of energy and environmental performance. Initiatives which are being including in our GD3 business plan that fall within these areas, were discussed. These initiatives had previously been shared with stakeholders for consultation in earlier engagement events, demonstrating where we have listened and acted on stakeholder feedback.

Stakeholders also heard about other, more general, aspects of the business plan. In particular, the steps needed to continue the delivery of a safe and reliable network which is central to our operations and is also of high importance to customers and stakeholders.

### What did SGN learn?

Stakeholders were invited to ask questions to SGN. All priority areas were covered in the questions posed, however those related to biomethane initiatives were more frequent, which may indicate the importance of the subject to those in attendance.

At the end of the event, a survey was shared with attendees to get their thoughts on our plan and the webinar itself.

Of those who answered the survey (11 respondents), 10 considered the plans to be 'very acceptable' or 'acceptable'. One respondent selected the option 'don't mind either way'. No one considered our plans to be 'unacceptable' or 'very unacceptable'.

## Key Event Info



**24 October 2024**



**Online event**



**48 participants**



**36 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, 11 participated. In summary:



**All** agreed that they were satisfied overall with the event.



**The majority** agreed that topics discussed were relevant to their area of work.



**All** agreed the event had enhanced their understanding of SGN and its activities.



**All** felt the facilitation was professional and effective.