

Acting on your feedback

March 2023 Newsletter



Welcome to our Acting on your feedback newsletter.

We believe transparency is important in everything we do, and so we have committed to keep you informed with how we've acted on your feedback. I'm therefore pleased to share with you the below, which sets out for each of the topics we engaged on during our Shaping the Gas Transmission System of the Future programme, what we've done with your feedback.

As many of you will know, we use these events, kicked off by a [keynote speech](#) from our CEO Jon Butterworth, to test our strategic priorities are still meeting the needs of our customers and stakeholders. I'm pleased to say that you overwhelmingly continue to support our priorities (100% said our refreshed priorities continue to meet their needs).

We pledged to donate £5 per question that was asked during the webinar series to our chosen charity partner, Barnados. We are pleased to share with you that we raised a total of £1175. Thank you for engaging with us, asking questions and helping us to raise this fantastic amount of money which will make such a difference to those families who are supported by Barnados.

Please see below for details of how we have responded to your feedback:



Operate safely, reliably and flexibly

Doing the job we're here to do, running the network to the highest standards, never compromising on our peoples' or customers' safety.

	You said	We did
Sustainable Construction	You welcomed the transparency provided on the projects and our sustainability programmes	We will provide a construction update during each Shaping the Future Engagement programme and ensure you are kept up to date on our construction progress throughout
Operating the network	You are interested in how the gas system is operated, the increasing need for flexibility and the impact hydrogen will have on the system You find the webinar content comprehensive and interesting	We will continue to run sessions that talk about how the gas transmission system is operated including hydrogen implications



Deliver sustainable value for customers and stakeholders

We'll listen and respond to customers, to make sure we deliver what they need.

	You said	We did
Accessing energy data	You want a number of improvements/data requests <ul style="list-style-type: none"> - The latest Storage stocks table from Prevailing View - Unidentified Gas (UIG) as a data item by LDZ both Forecast and Actual - The ability to change the units of data - To be able to access data automatically without the need of CSVs 	Stock values can be found on Prevailing View at the bottom of this page UIG data is managed and published by Xoserve As part of the project we will be making units clearer for all data, and we are looking at improving the display of units across the site Accessing data automatically can be done via current API: Web Service: PublicWebService (natgrid.co.uk) Web Service: InstantaneousFlowWebService (natgrid.co.uk)
Innovation	To deliver greater value from our innovation you want us to share our findings more widely You would like to see us do more to encourage and value natural capital	We share all our findings across a number of channels. We aim to create greater visibility across our digital channels. Follow us here to keep up to date Whilst our main focus is transitioning to hydrogen to achieve net zero, we have wider targets in our Environmental Action Plan to improve natural capital We have innovation projects investigating the value of water in the energy system and the impacts of climate change



To drive positive environmental and community impact

We need to think green when maintaining, improving, decommissioning or buying in assets

	You said	We did
Monitoring and managing methane emissions	You would like to see us set an intensity-based target to measure and report our methane emissions performance	We will be developing our decarbonisation strategy over the next 6-9 months which will include setting a target around methane emission reduction
Driving a positive environmental and community impact	Engage young people in a new and more inspiring way How can you involve the technologically disadvantaged?	We partner with BITC to help us reach young people from diverse backgrounds in meaningful, thought-provoking ways that go beyond school drop-in sessions and work experience days

We are building a future skills and education strategy that focuses on disadvantaged and underrepresented communities.



To shape the energy market of the future

We're at the centre of the energy market of the future, working to decarbonise and secure energy supply and leading the hydrogen transition for gas networks.

	You said	We did
Facilitating code and commercial changes	<p>The UNC change process could be more efficient</p> <p>You would like us to avoid raising urgent modifications wherever possible</p>	<p>We know there is frustration with this process, partly from getting visibility of the impact of changes on customers to allow you to make informed decisions. While we work with industry on the code governance review to improve the process, we now produce an exec summary for each modification that we raise to provide an overview of what each of our modifications is looking to achieve</p> <p>We will be recommending a UNC consultation approach that groups together all the NTS entry points that wish to access a wider Wobbe Index range as a result of the GS(M)R Review</p> <p>We have taken on board your feedback; for example we have set out a demand side response reform programme this year that seeks to utilise the non urgent route for modifications whilst also progressing them at pace Sign up to market change updates</p>
Blending	<p>74% believe hydrogen blending is needed to help facilitate a decarbonised energy system</p> <p>Continue to engage with customers and distribution networks to ensure there is no adverse impact</p>	<p>We are collaborating across the gas value chain to understand what impacts and benefits blending decarbonised gases might have</p> <p>We will continue to update stakeholders as we learn more</p>
Transitioning to 100%	<p>You are supportive of the work in this space and want to be kept informed</p> <p>More detail needed on costs, timings and transitioning of the network</p>	<p>Through our Hydrogen programme (inc regional transition groups and Project Union) we are working to answer all these very important questions</p> <p>We will continue to engage throughout to ensure you are kept informed and can feed in your thoughts</p>
Hydrogen Regulatory Framework	<p>You have validated that the priority areas we are focused on are correct and have provided additional insight to support this</p>	<p>We have updated our thinking and approach to include additional areas of insight</p> <p>We will continue to work with DESNZ and Ofgem to understand what Hydrogen regulation will look like.</p>
Future of Heat	<p>Hydrogen should continue to be seen as a potential heating solution</p> <p>Cost and safety concerns are the biggest barriers to low carbon heating solutions</p>	<p>We will continue to engage on the topic to ensure the gas transmission network can support all heating scenarios</p>
FutureGrid – Progress report	<p>Keep us informed of progress and share your learning across the wider industry</p>	<p>We host monthly webinars and updates to ensure stakeholders are kept informed. Follow us here</p>

We would like to take this opportunity to say a huge thank to those that took part in our satisfaction surveys this year. The feedback we receive is crucial to how we make improvements across our business and how we map our strategy for future years. For each completed survey response, we donate £10 to our chosen charity which this year is Barnardo's. Thanks to your feedback, we have been able to raise £2000 for the surveys alone.

We had some really positive feedback this year and this has helped to validate the work we have been doing on improving our engagement. There are also some things that we need to continue to improve, such as responding to queries more quickly and keeping you updated. In these times of change, we remain committed to delivering a fantastic service to our customers and stakeholders and we thank you for your support.

We are now in the process of planning our Shaping the Future – Lite engagement, so if you would like us to cover anything specific, please do get in touch.

Kind Regards
Jennifer

We are asking for feedback on topics our stakeholders would like to engage on. Have your say [here](#).

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