I want all the information I need to run my business and understand what you do and why

£8m per year
1% totex

Engagement

		Operational Information	Transparency
Stakeholder priority and context		Transparency and information are fundamental to stakeholders being able to operate their businesses efficiently and effectively. Our data and insights provide value for consumers by ensuring that the gas market runs smoothly. Our work in this area also promotes competition – allowing participants to plan, prepare and operate effectively. We recognise that our stakeholders need us to provide good quality information and data to inform their business decisions.	
Topics		Operational Information	Transparency
Obligations		Compliance with Gas Transport License Obligations – Special Conditions 8F, UNC Section V 5.9.1 – Operational and Market Data and System Management Principles Statement obligations	Annual Regulatory Reporting Requirements
Stakeholders		Connected customers (terminal operators, storage operators, power stations), Traders, Shippers, industry groups, academics	
Approach		Connected customers, shippers = **collaborate**, traders, industry groups, academics = **consult or involve**	
What we've heard		Stakeholders value information and data at a greater frequency, preferably as near real time as possible; The ability to pull data from our systems, less interested in having data pushed; Use of Application Programming Interfaces to manipulate raw data; more consistency and accuracy of data, more pressure and gas quality data; more in-depth analysis and transparency around National Grid balancing actions.	Transparency is a key requirement for network companies, particularly those with a System Operation obligation. Users of the network should have access to data which allows efficient and timely decision making. We should make data available as soon as possible, i.e. in an agile way, and not necessarily wait for systems and platforms to be fully specified and delivered.
Key trade-offs and how engagement influenced our plan		From our RIIO-1 business as usual engagement, we have continued to engage and improve our information offering based on the key feedback to ensure accuracy and meeting the new information requirements of our stakeholders.	

Outputs

Measure		**Type:** ODI **Incentive :** Quality of demand forecasting **Target:** D-1: ~8.5 mcm/d , D-2 to D-5: 13.7 mcm/d	**Commitment** **Target:** Comply with output obligations	**Commitment** **Target:** Comply with output obligations
		The quality of demand forecasts incentive ensures that our interests are fully aligned to those of our customers to produce accurate forecasts.	Ex-ante allowance to deliver our obligations and continue to meet the needs of our customers and stakeholders. Provides for the system and people costs for all information provision systems and processes.	RRP reporting and stakeholder performance reporting
Comparison to RIIO-1 outputs		Retain existing demand forecasting incentive, with tougher targets; recognising accurate demand forecasts are becoming harder to achieve	Element of 'Market Facilitation' within RIIO-1 allowances	Requirement to report performance to our regulator and make accessible for stakeholders
How we will deliver	Efficiency	Meet the changing stakeholder needs and maximise the customer value delivered from IT system investment. Efficient delivery of information provision services through optimising internal and external resources.		
	Innovation	Continue to develop innovative approaches to stakeholder engagement and the gathering of meaningful and detailed requirements. Utilise new technologies to improve capability in the provision of information.		
	Whole system	Champion open data sharing and governance across the energy industry. Collaborate and share data with network companies to build a whole system view.		
	Competition	The efficient and transparent provision of information allows market participants to plan, prepare and operate which effectively promotes market competition. Transparency is particularly important, allowing stakeholders to understand what we do and why, in order to optimise their own operations.		
	Uncertainty	Our online community development approach enables us to be transparent in selection and prioritisation of changes to our information provision services. We will use the customer community to inform where we will flex or trade our effort and investment through the RIIO-2 period.		
	De-carbonisation	Linked to Whole Energy System, we will champion open data sharing across the energy industry in support of the energy transition.		

Totex

	Operational Information	Transparency
Totex at RIIO-1 (annual average)	Totex annual: £11.0m	
Work needed	Champion open data sharing across the energy industry, working with network companies to build a whole system view Commit to establishing a transparent governance structure, agreed with the industry, to admit and publish new data items with greater speed and flexibility than ever before Invest in our people and IT systems, taking advantage of technology to develop new capabilities allowing us to share information in better ways.	Review and refresh our annual performance reporting to reflect RIIO-2 outputs and priorities Continue to use independent experts, including the independent stakeholder user group, to challenge us and ensure that our actions match our intentions of greater stakeholder involvement in our planning process. Align leadership team's remuneration with delivering outputs for stakeholders.
Cost at RIIO-2 (annual)	£8m	
Approach to uncertainty	We propose that allowances for these activities be fixed upfront. On an annual basis, utilising the community collaboration platform to engage with stakeholders, we will prioritise the developments that we will pursue over the coming year.	
Consumer benefit	Our information and insights provide value for consumers by ensuring that the gas market runs smoothly. It also promotes competition in the wholesale market – allowing participants to plan, prepare and operate effectively.	Our plans to improve transparency will benefit consumers through building trust in us as a responsible and fair business. Providing greater transparency on our performance.