



## Meeting our critical obligations every hour of every day



Secure and resilient supplies



Infrastructure fit for a low-cost transition to net zero



High quality of service from regulated firms



System efficiency and long-term value for money

### Our commitments

- We will continue to deliver all of our critical activities to a high standard, so that our customers have gas where and when they need it, at an efficient cost. [CO]
- We will continue to comply with all of our Licence Obligations and all applicable legislation, standards and guidance. [LO]
- We will deliver on all of our Price Control Deliverables and drive better performance through our Output Delivery Incentives (ODIs). [PCDs/ODIs]
- We will take a partnering approach across the energy sector to deliver value for society across innovation, policy reform, our supply chain and delivery of net zero. [CO]

### How we will deliver

- We will report to our regulator each year on our performance, setting out how we are delivering against our Price Control Deliverables and obligations.
- We will review our existing ways of working to leverage digital technologies to bring about greater transparency. One example of this will be through our asset management system.
- We will continue to maintain compliance with all applicable legislation, standards and guidance. This includes the requirements set out in primary and secondary legislation e.g. Gas Act, Pressure Systems Safety Regulations, Pipeline Safety Regulations, Dangerous Substances and Explosive Atmospheres Regulations, Gas Safety (Management) Regulations, Electricity at Work Regulations, Gas (Calculation of Thermal Energy) Regulations, Control of Major Accident Hazards, Industrial Emissions Directive, Health and Safety Executive guidance etc, by carrying out required inspections and subsequent mitigating interventions on our assets and systems.

### Collaboration

- We will continue to engage with stakeholders and our customers to understand their needs, and engage with the regulator, Ofgem, to develop the regulatory framework to ensure these needs are met. An example of this is around facilitating biomethane connections to the network.

### Stakeholder engagement

- The driver for this commitment is legislative and independent of stakeholder views. Nonetheless, we acknowledge the driver behind much of this legislation stems from protecting the interests of consumers.
- Stakeholders have fed back that they welcome a specific commitment on biomethane and agree that we have the opportunity and influence to simplify and standardise biomethane connections onto the National Transmission System (NTS).

### Consumer value and additionality

- Gas market trends are expected to continue to be volatile, and so ensuring compliance against this challenging landscape is paramount and demonstrates value. While critical, we consider these activities to be business-as-usual: our drive to ensure safe and resilient supplies will be an insurance policy in the light of the increasing rate of change across the energy landscape as the energy economy looks to decarbonise. Furthermore, we aim to go beyond compliance by working to evolve legislation where necessary to facilitate delivery of solutions to energy system challenges.

### Guide to our plan

- Safety compliance is central to our plan and reflected throughout the Investment Decision Packs (IDPs). See Section 7 Document Library.