

Independent Stakeholder Group Statement

On behalf of the National Gas Independent Stakeholder Group (ISG), I would like to confirm the position of the group in relation to the work that has taken place in the lead up to the submission of the National Gas Business Plan.

I have been the Chair of the ISG since its first meeting in November 2023 when the group was established with new membership¹ which agreed a new Terms of Reference². The membership of the group includes new participants as well as some who oversaw the RIIO-2 submission. Members have considerable experience and expertise in the industry and have been able to demonstrate their proficiency in the topics discussed, contributing their advice and challenge to the company in an independent capacity.

Throughout our meetings and in the topics discussed, I am satisfied that we have effectively challenged National Gas; examined their approach and methodology; and received assurance on how effectively they have engaged with stakeholders incorporating feedback into their Business Plan.

We have seen how National Gas has initialised and participated in targeted stakeholder engagement which has resulted in a considerable amount of feedback received from stakeholders. The development of the business plan and changes throughout, suggests that they have actively listened to customers and stakeholders.

We have been given the opportunity to assess the proposed incentives and commitments in a deeper level of detail. We raised a number of challenges throughout the year that National Gas documented in a Challenge Log³ which they have provided responses to.

Throughout our ongoing scrutiny of the plans and the engagement, we have considered whether it is representative of consumers, and the ISG has received assurances that National Gas has used insight and feedback to assess the impact on consumer bills and where the areas of concerns are.

With regard to stakeholder engagement, we have appreciated the openness displayed by the National Gas leadership; this should continue and we look forward to working with them in the future. The ISG has been appropriately serviced by National Gas, providing us with the resources and access to enable us to perform our role.

We acknowledge the significant challenges that the industry faces over the next few years on the path to Net Zero and recognise the work, commitment and scale of investments required to maintain and improve the quality of service that National Gas provides to its customers and stakeholders.

I believe the ISG has fulfilled its obligations as outlined in the Ofgem Business Plan guidance.

My heartfelt thanks go to the ISG Members for their commitment, expertise and support during this year and I look forward to continuing to work with them.



Mike Foster

ISG Chair

¹ [ISG Membership](#)

² [ISG Terms of Reference](#)

³ Contained in the Appendix in the ISG Report 2024 found at [Independent Stakeholder Group \(ISG\) | National Gas](#)