

SP Electricity North West

ED3 Stakeholder Workshops

Lancaster
26 February 2026

Welcome & Registration

09:30 – 10:00

Housekeeping & Safety

For those here **in person**:



- There are **no planned fire drills** today. All fire exits are clearly.



- Kindly switch your **mobile phones** to silent mode



- If you have any concerns or **questions** during the event, please speak to a member of the SP Energy / SP Electricity North West team.

For those joining us **online**:



- Please keep your **microphone** muted during presentations to avoid background noise.



- If your connection allows, turn your **camera** on during discussions to help create an interactive environment.



- If you have **questions** during presentations, use the chat function so we can address them promptly.

- After each presentation, we will host breakout discussions. For online participants, you will be placed into breakout rooms. These will start and end automatically – no action is required on your part.
- **We would like to record today's workshop and take some photos.** If you would prefer not to be recorded or photographed, please:
 - Send a message in the chat to Alex Farrell (EQ)
 - Inform a member of the team if you are attending in person.

Agenda

Time	Agenda Item	Speaker
10:00 – 10:05	Welcome	
10:05-10:30	Context and updates	Paul Auckland , Head of Economic Regulation David Darley , SP ENW ED3 Regulation Manager
10:30-11:05	Investing in the energy transition	Jonathan Booth , Head of Asset Management David Darley , SP ENW ED3 Regulation Manager
11.05-11:35	Resilient networks	Jonathan Booth , Head of Asset Management Cieta Davies , ENWS Operations Manager
11:35-11:55	Coffee break	
11:55-12:25	Smarter networks	Geraldine Paterson , Innovation Manager Russell Gardner , IT Business Partner Paul Auckland , Head of Economic Regulation
12:25-12:55	Responsible and sustainable business	Brian Hoy , Head of Market Regulation & Compliance Samantha Loukes , Head of Customer Inclusion Ben Scott , Environment Manager
12:55-13:00	Closing remarks	Paul Auckland , Head of Economic Regulation
13:00	Lunch	

Introduction

Context and updates

Paul Auckland – Head of Regulation and DSO

Dave Darley - SP ENW ED3 Regulation Manager

From Aberystwyth to St Andrews, from Snowdonia to Cumbria, across Glasgow, Manchester and Liverpool we now contiguously supply over 5.5m end-consumers, and over 12m people.

As the second largest DNO, and only operator serving customers across England, Scotland and Wales we have a unique understanding of the challenges, opportunities and requirements to power economic transformation and decarbonisation in our regions and communities.

Operating across some of the harshest and most beautiful rural landscapes, and in the economic powerhouses and urban centres of the North; the breadth and depth of our activity is some of the most ambitious and impactful in the UK.

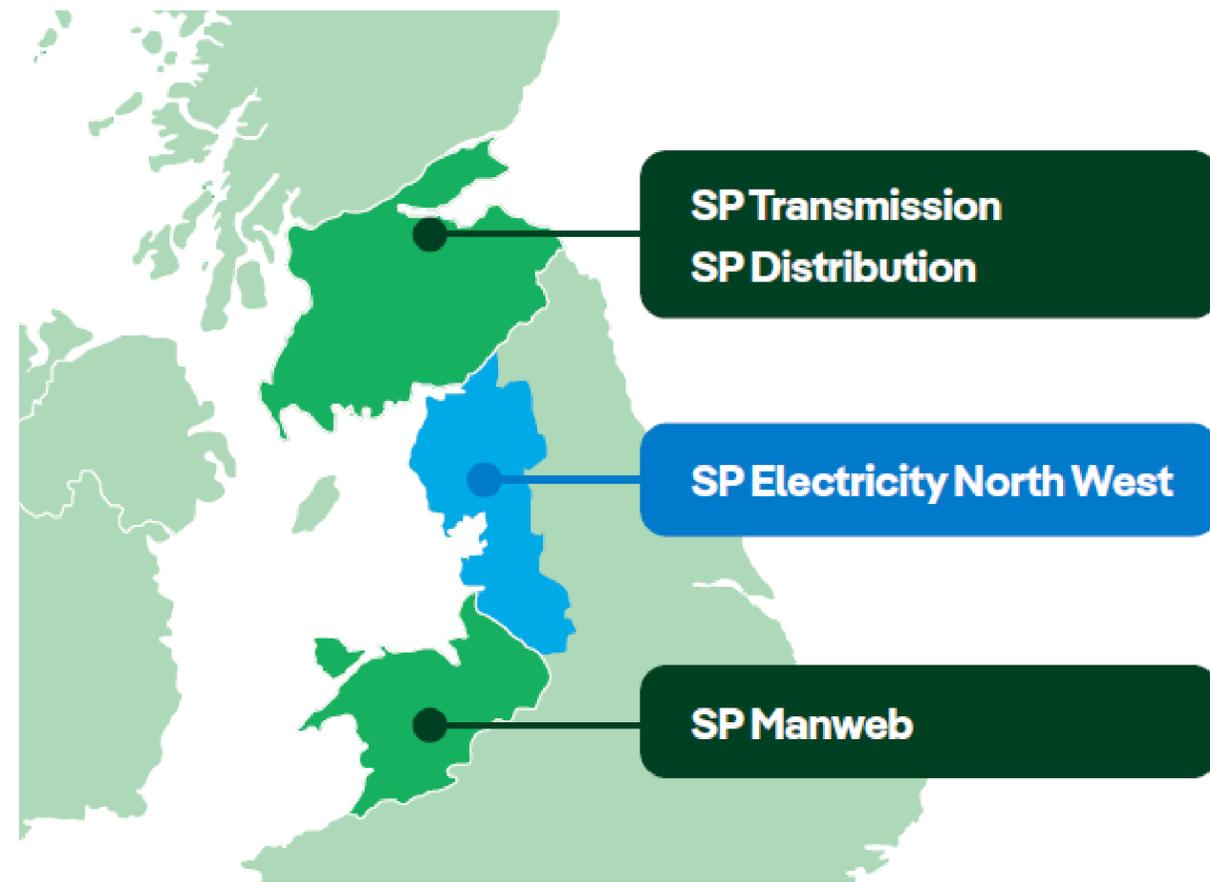
We are fundamental to GB's long term goals, and our plans will shift the scale of growth, national productivity, and social mobility.

SPEN and SPENW are greater than the sum of our parts and the Single and Integrated ED3 Business Plan is a pioneering moment for our organisations.



RIO-ED2 Investment in SP Electricity North West

- Maintain and invest in our network of 61,000km of underground cables and overhead lines, plus thousands of substations and innovative technology.
- Deliver a safe and reliable power supply to 2.4m homes and businesses from Cumbria to Cheshire, supporting electrification and clean growth.



£2bn

Investment from 2023-2028

2,287

Employees

13,000km

Overhead power lines

£20bn

Cost to replace our entire network in the North West

48,000km

Underground electricity cables

5m

Number of people we supply power to across 2.4 million homes & businesses.

- Global energy leader, Iberdrola, acquired an 88% shareholding in Electricity North West in 2025 through its UK arm, ScottishPower. **The network has now rebranded as SP Electricity North West.**
- Iberdrola and ScottishPower are committed to building smarter, greener electricity networks and now distributes electricity to 12 million people in the UK through its 170,000km network.

Over £1bn of network investment across SP Electricity North West during RIO-ED2 (2023-2028).

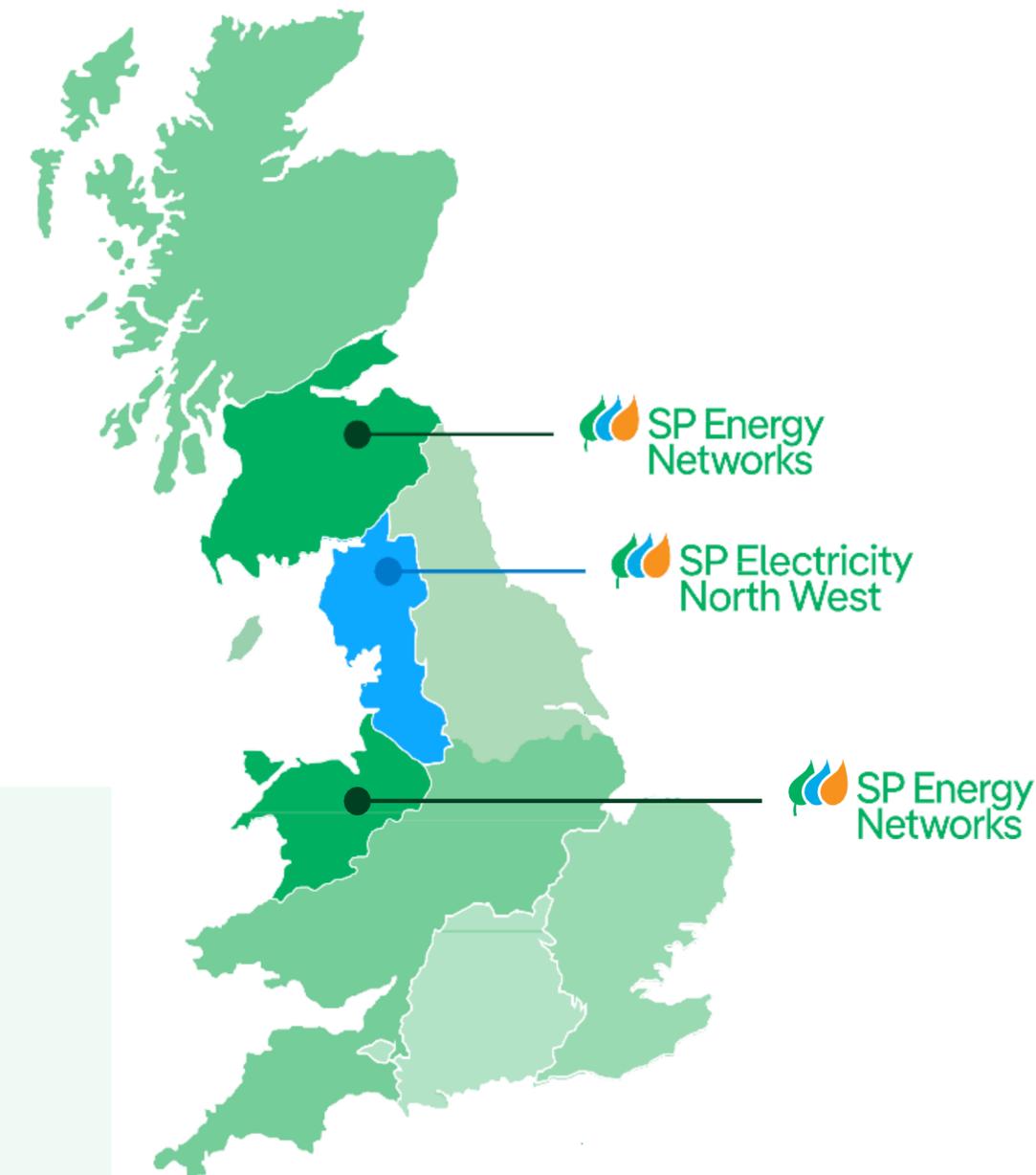
We're investing billions across our networks...

We keep electricity flowing safely and reliably to over **12 million** people across our licence areas, 24 hours a day, 365 days a year.

Right now, we're shaping our biggest-ever investment programme, designed to:

- **Supercharge regional growth**
- **Create new jobs and opportunities**
- **Help homes and businesses cut costs** by enabling low-carbon technologies
- **Strengthen the resilience** of our network
- **Power a cleaner, greener future** for the long term

This is a **once-in-a-generation investment** – and your insight and support are essential to making it count.



Top achieve decarbonisation by 2050 our network will need to manage:



Double
peak demand



Four times
generation



Double
industrial demand



+55%
freight transport



Millions
EVs & heat pumps

Facilitate customer decarbonisation



We are enabling our customers in the North West to safely adopt Low Carbon Technologies (LCT)

- Supporting GMCA to roll out 300+ electric buses with plans to expand to 1,000 by 2030
- Unlooped over 5,000 low voltage (LV) services – with trials for proactive unlooping expected to increase in ED3 to enable our customers to connect **EVs and heat pumps**.
- **Launch of Active Network Management (ANM)** to provide real time network constraints and optimise generation exports

Creating network capacity



We are increasing capacity to meet the needs of our local communities in the North West by:

- Upgrading over **900km of cables** and over **50 transformers at 36 sites** across the region
- **Expanding capacity at motorway service stations** to support electrification of vehicles
- Additional strategic investment to support **Blackpool Airport Enterprise Zone**, including substation upgrade plus investments in **Barrow, Selsmire and Burnley**

Coordinated energy system



Working with NGET & NESO to develop coordinated transmission and distribution plans

- **Delivering the biggest ever investment** to upgrade 154km of overhead lines on the **Cumbria Ring** and build a new 132kV substation at **Harker (Carlisle)**– unlocking 230MW of new capacity
- New £18m National Grid Supply Point at **Heysham**

Reducing environmental impact



Reducing our emissions and protecting the environment:

- Continue to make significant progress on reducing business carbon footprint against **Science Based Target** trajectory, fleet and net zero depots.
- Planted over 20,000 trees and actively managing over 100 sites for biodiversity.
- **Undergrounded over 3.7km of overhead lines in the National Parks** and landscapes in our region and improving flood defences at high voltage sites.

Delivering safer and smarter networks



Improving safety and creating a smarter digitally enabled network:

- Automation equipment (Smart Meter Notification) installed to **identify customers loss of supply**
- Investing to instal **innovative Linesight** equipment to identify overhead faults reducing safety issues and quicker restoration and **SmartStreet** to reduce customer bills through voltage management

Supporting customers and our community



Improving customer service and support for those that need extra care

- **Customer satisfaction is at 93.7%**, up from 92% in 2023
- **Extra Care Register** participation supports nearly a million customers across the North West
- Take Charge initiative has **supported over 70,000 fuel-poor customers** and Take Charge Go Low has provided free, impartial energy-transition advice to **more than 3,000** customers.
- Reducing the **average time, it takes to complete roadworks** from 5.8 to 4.4 days
- Beat Ofgem's time to **quote and time to connect** new domestic customers

Framing Today's Conversation...

ED3 (Electricity Distribution Price Control 2028-2033) is the next regulatory period set by Ofgem (the Office of Gas and Electricity Markets), beginning 1st April 2028 and running for five years, replacing the current ED2 framework which will run until 2028. It defines how electricity Distribution Network Operators (DNOs) are funded, regulated and held accountable for delivering a reliable, resilient and future-ready network.

Sets our funding and allowed revenues for 2028-2033, defining how much can be invested in the distribution network.

Defines mandatory outcomes we must deliver, including reliability improvements, network resilience and connection service quality.

What does ED3 mean for SP Electricity North West

Creates long-term certainty for investment, supporting our plans to modernise the grid and prepare for widespread electrification.

Supports economic growth, requiring us to plan for a deliver infrastructure upgrades that enable the clean energy transition.

Ensures customers get value, scrutinising efficiency, performance and service standards.

RIIO-ED3 – Planned Developments

Future Network



We are planning our distribution network to meet long-term decarbonisation by:

- Increased investment expected in RIIO-ED3 (2028-2033)
- Preparing 120+ technical assessments to support investment.
- Creating Future Network Blueprints

Clean Power 2030



We are facilitating distribution connections that are first ready, and needed, by 2030.

- Working with NESO & Ofgem on Connections Reform
- Prioritising connections for: Solar PV + Wind

RESP



We are working with NESO to enable Regional Energy Strategic Plans

- Engaging with customers & stakeholders
- Updating detailed DFES forecasts

We are developing our RIIO-ED3 business plan setting out what we need to deliver in the 2028-2033 period and how this facilitates regional growth.

RIIO-ED3 – What We've Heard So Far

So far, our customer research have highlighted three key areas investment priorities...

Creating Capacity we need to make sure that we can accommodate business and domestic customers requirements for electricity.

Reinforce Resilience we need to strengthen the network against threats, including from new risks like storms and cyber attacks.

Deliver Digitalisation we need to get the most of what we already have, using smarter systems and tools to optimise activity.



We will continue to deliver leading levels of safety, environment and customer service performance.

Working with Stakeholders to Shape Our Plan

ED3: Ensuring our stakeholders have a voice



We support 31 Local Authorities across the North West of England.

We will be supporting the development of Local Area Energy Plans (LAEPs) for Local Authorities in Greater Manchester, Lancashire and Cumbria.

We have commenced the **rollout of LAEP+** to all our local and combined authorities in the North West.

We have also launched our **GridPlanner tool**, an online tool to support the roll out of EV charging Infrastructure.

Launched this month, **Empower: Upskilling for Local Authority Energy Planning**, a pilot designed to support local and combined authorities overcome barriers when developing their Local Area Energy Plans as well as reduce the fear of energy sector terminology and low carbon technologies

The structure of today's session

- We will introduce and present our direction for the four pillars of our ED3 plan. These represent the position that we'll refine in the coming months.
- For each of these, our expert colleagues bring to life some of the key industry challenges, how we have been working to resolve them and how we expect to continue doing so in the ED3 period.
- We will then discuss our direction to gather your feedback and challenge.

The four pillars of our ED3 plan

Investing for the Energy Transition

Resilient Networks

Smarter Networks

Responsible and sustainable business

We greatly value your input – this will shape the development of our commitments and investment plans from their inception.

Investing for the Energy Transition

This is about ensuring local electricity distribution networks have the capacity to support decarbonisation. Key areas include strategic energy planning and load drive network investment.

Resilient Networks

This is about maintaining high levels of reliability and resilience amid growing electrification. Key areas include asset resilience, supply chains and workforce resilience, climate resilience, security of supply, reliability and cyber

Smarter Networks

This is about enabling greater digitalisation and innovation for efficient, flexible networks that support the delivery to our new DSO roles. Key areas include digitalisation & data, DSO and innovation.

Responsible and sustainable business

This is about strengthening consumer voice and ensure accountability for outcomes. Key areas include stakeholder engagement, consumer voice, customer service, vulnerable customers, connections, environment, responsible finance and energy efficiency.

ED3 Plan Development | Informed by Stakeholder and Customer Views



Session 1

Investing for the energy transition

Investing in the energy transition | What does it mean?

- Investing for the Energy Transition is about ensuring the electricity network is ready for a future where much more of daily life is powered by electricity.
- As homes switch to heat pumps, drivers move to electric vehicles, businesses electrify their operations, the network needs to grow significantly.
- This pillar covers how we plan, prioritise and deliver that growth efficiently so bill-payers get lasting value from every pound spent.



Investing for
the Energy
Transition

Goal: Ensuring our distribution networks have the capacity to support the transition to net zero, clean power and electrification, while driving regional economic growth.

1. Making it easier for every home and business to go electric

2. Co-creating investment plans with the communities we serve

3. Delivering our investment programme on time, on budget and with minimal disruption

4. Building network capacity now for the demands of tomorrow

5. Getting investment decisions right first time to protect bill-payers

**1. Making it easier for
every home and
business to go electric**

...

**our focus on
unlooping**

Some older homes share a single electricity cable. This worked in the past, but today it limits people from installing EV chargers, heat pumps, and other modern electrical appliances.

Unlooping is key enabler for Low Carbon Technology

Unlooping gives each home its own dedicated electricity connection – essential for powering cars, heating, and appliances in the future

Proactive Unlooping

Upgrade whole streets or in advance, reducing long term disruption and costs.

Reactive Unlooping

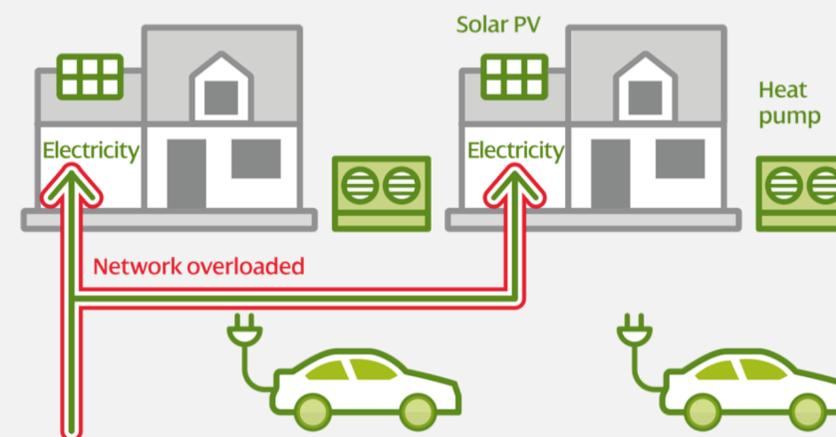
Unloop each property when customers ask, often more disruptive overall.

Future Proofing our Unlooping Works

- When we unloop properties, a new service with a modern capacity rating is installed with an approximate asset life of 50 years.*
- For an increased cost of around 20-30% and where property types allow, DNOs can install an increased capacity upgrade (3-phase supply).*

The new normal

A household's energy is provided by one route: **electricity.**



2. Co-creating investment plans with the communities we serve...

our focus on strategic energy planning and local & regional growth

We are investing to prepare the electricity network for the future. To accommodate growing customer demand and generation, supporting local growth & decarbonisation.

Delivering the Energy Transition Requires Significant Investment in Networks

More electric cars, heat pumps and local renewable generation mean our network must grow and modernise. Without investment, it won't cope. Investment is essential to meet the UK's decarbonisation goals and support economic growth.

DNOs need to Plan Proactively & Strategically

DNOs need to plan the network ahead of demand, not wait for it to appear. Planning early prevents delays for EV chargers, new homes and renewable projects.

Flexibility Is required to Achieve these aims efficiently

Sometimes it's cheaper to manage demand smartly than to build new cables. Flexibility helps us make better use of the network we already have.

We want to develop our investment plans in a way that supports regional growth, improves energy security, enables decarbonisation and achieves local ambitions.

ED3 focuses system planning at a regional level to unlock local growth

- ED3 moves us toward regionally coordinated network planning, as recommended by the National Infrastructure Commission.
- Our role is to align national plans with regional priorities – but we don't decide on individual strategic energy projects.

The role of Regional Energy System Plans (RESP)

- A major shift in ED3 is the move to more regional planning, so we're working closely with councils, developers and other partners to shape our forecasts.
- NESO is developing national energy pathways, and we use these alongside local insights to decide where upgrades are needed.

Continuing Direct Engagement with Local Stakeholders

- We'll continue working closely with national, regional and local partners – including regional governments, combined authorities and local authorities.
- *We will continue to incorporate Local Heat and Energy Efficiency Strategies (LHEES), and Local Area Energy Plans (LAEPs) in our baseline forecasts.*

**3. Delivering our
investment programme on
time, on budget and with
minimal disruption...**

**our focus on
streetworks**

ED3 will see a major increase in Streetworks, making efficiency planning and clear engagement essential to reducing community impact...

Programme coordination and reducing repeat excavations

- *Aligning activity across SPEN, SP ENW, local authorities and third parties to minimise repeat digs and reduce community disruption.*

Customer communication and managing public impact

- *Providing clear, timely information so customers understand what's happening, why and for how long – helping to improve satisfaction and reduce complaints.*

Future Proofing our Unlooping Works

- *Ensuring all Streetworks meet statutory requirements, maintain safe working conditions and deliver high quality reinstatement that prevents future issues and maintains public trust.*

Our ED3 direction

1. Making it easier for every home and business to go electric

2. Co-creating investment plans with the communities we serve

3. Delivering our investment programme on time, on budget and with minimal disruption

4. Building network capacity now for the demands of tomorrow

5. Getting investment decisions right first time to protect bill-payers

For the **highlighted** vision statements:

- Does our direction align with your needs and expectations?
- How can our direction be improved?

Overall:

- Which of these areas of focus are most important to you?
- Is there anything missing?

Discussion

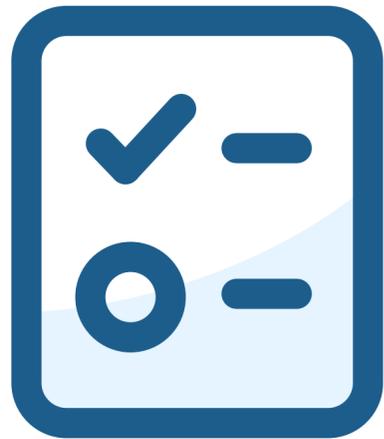
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Please tell us your stakeholder type from the below:



Which area or region do you represent (can pick more than one):



1. Making it easier for every home and business to go electric



2. Co-creating investment plans with the communities we serve



3. Delivering our investment programme on time, on budget and with minimal disruption



4. Building network capacity now for the demands of tomorrow



5. Getting investment decisions right first time to protect bill-payers



In terms of Investing in the Energy Transition, is there anything you feel is missing at this stage?

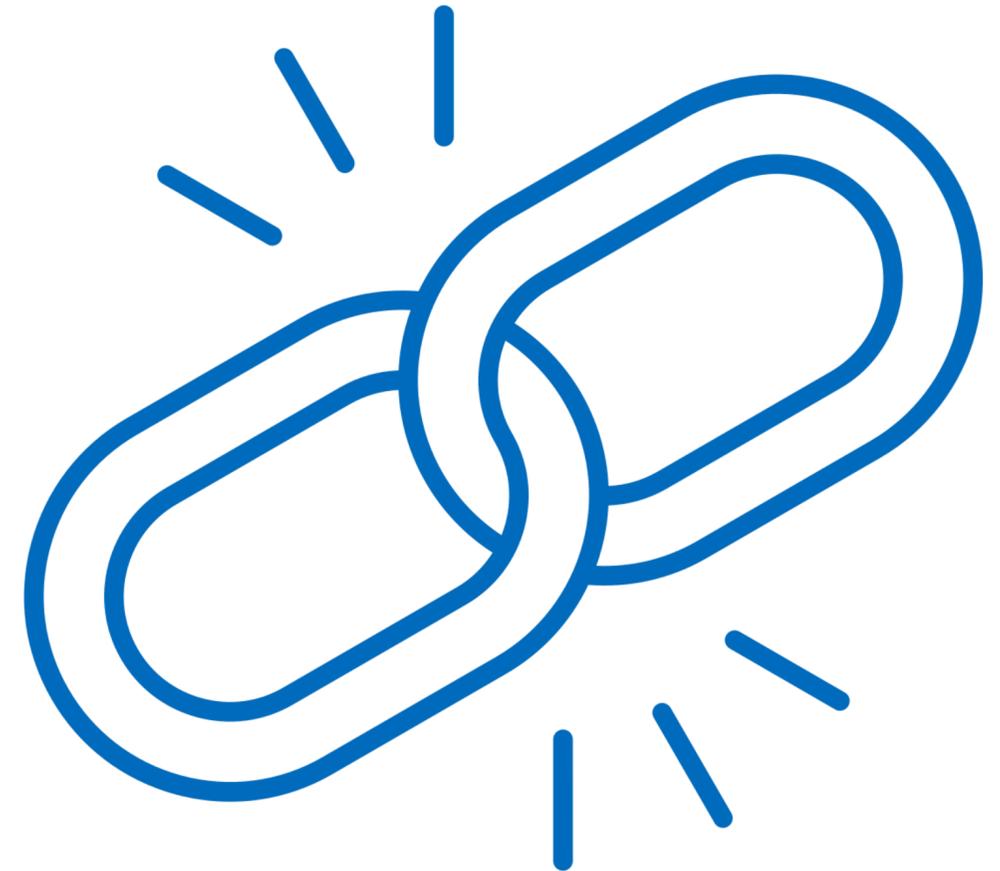
Session 2

Resilient networks



Resilient Networks | What does it mean?

- Resilient Networks is about keeping the lights on reliably for every customer, even as the network handles more demand and faces new threats, such as more extreme weather.
- It covers how we maintain and upgrade ageing infrastructure, prepare for the effects of storms, and make sure no community is left with a persistently poor electricity supply.
- It also includes building the skilled workforce and domestic supply chain needed to deliver this work at an unprecedented scale – creating local jobs and backing UK suppliers.



Resilient Networks

Goal: Maintaining high levels of reliability and resilience as electrification grows – keeping the lights on for every customer through asset investment, climate adaptation, workforce development and cyber security.

6. Building the most resilient and lowest-risk network in Britain

7. Preparing our network for climate change

8. Backing UK suppliers and building a supply chain ready for the scale

9. Fair, dependable reliability for every customer – wherever they live

10. Creating thousands of skilled, local jobs to power the energy transition

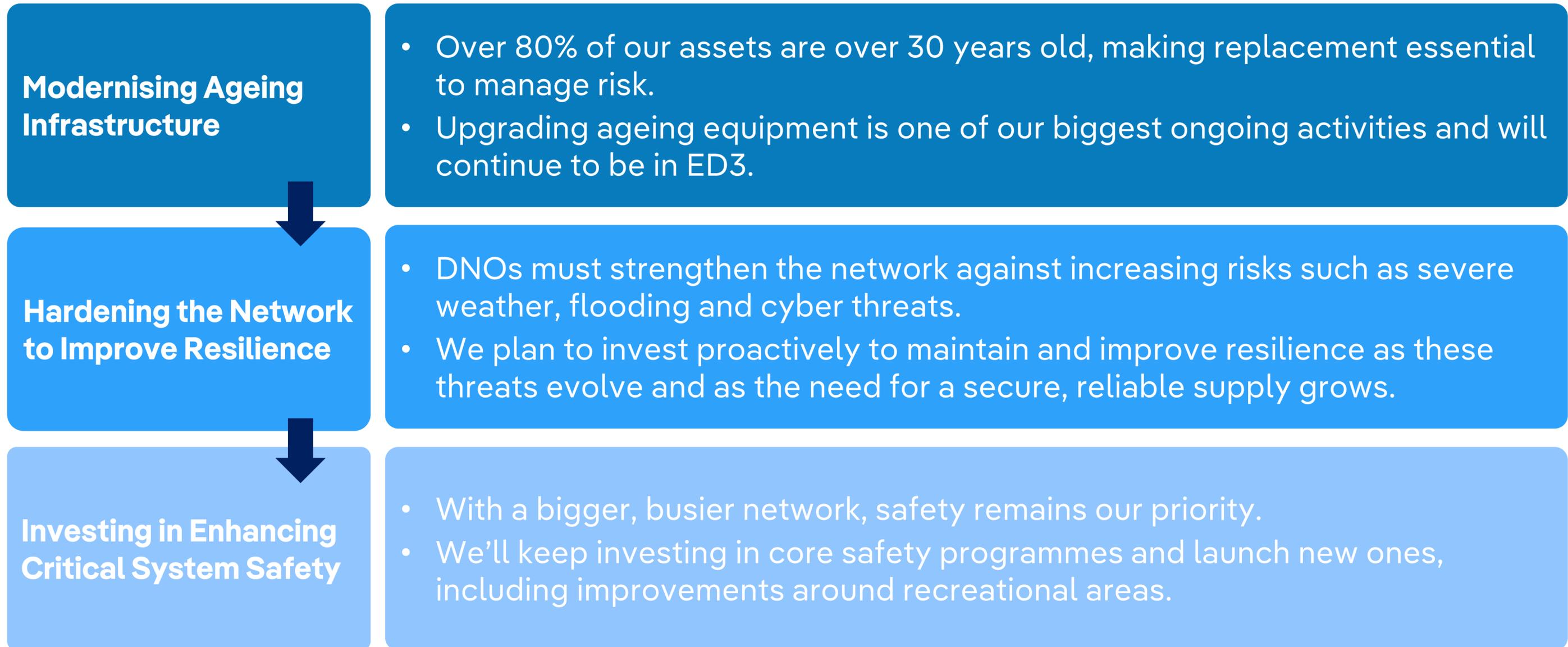
11. Keeping our networks and customer data safe from cyber threats

12. Strengthening our response so communities recover faster from severe weather

6. Building the most resilient and lowest-risk network in Britain...

**our focus on
resilience and safety**

Investing to maintain and improve public safety and network resilience are key priorities for us...



7. Preparing our network for climate change...

**our focus on
climate resilience**

We want to develop our plans to ensure the network is resilient to climate change and provide a secure power supply long into the future...

Networks are more exposed to Climate Risks than ever before

- Climate change brings new risks to the network.
- Storms and floods hit hard in the short term, while long-term changes like rising temperatures, higher flood-plains and increased vegetation put steady pressure on assets.

ED3 Introduces a new Ofgem Climate Resilience Framework

- *Ofgem are planning to undertake stress-testing scenarios in ED3, this is to develop a baseline understanding of the level of network resilience to climate events.*
- *They are also keen to develop Climate Resilience Metrics and Indicators – these are intended to be quantifiable approaches to assessing DNO resilience.*

DNOs already treat resilience and system reliability seriously

- Ofgem will stress-test climate resilience in ED3 and develop metrics to measure how well DNOs can withstand climate risks.

8. Backing UK suppliers and building a supply chain ready to scale ...

**our focus on our supply
chain and workforce**

To deliver ED3, we need a skilled, scalable workforce and reliable supply chains – ensuring safe, efficient, on-time delivery in a competitive energy landscape

Securing capacity in a constrained supply chain

- *Long lead times for switchgear, cable and transformers and rising global demand, mean proactive procurement and strong supplier partnerships are essential.*

Workforce availability and future skills

- *ED3 will require growth in operational, digital and engineering capability, plus upskilling for new technologies and flexible network operation.*

Resilience and contingency planning

- *Managing risks from market volatility, labour shortages and supply disruptions to protect critical programme delivery and network reliability.*

Our ED3 direction

6. Building the most resilient and lowest-risk network in Britain

7. Preparing our network for climate change

8. Fair, dependable reliability for every customer – wherever they live

9. Backing UK suppliers and building a supply chain ready for the scale

10. Creating thousands of skilled, local jobs to power the energy transition

11. Keeping our networks and customer data safe from cyber threats

12. Strengthening our response so communities recover faster from severe weather

For the **highlighted** vision statements:

- Does our direction align with your needs and expectations?
- How can our direction be improved?

Overall:

- Which of these areas of focus are most important to you?
- Is there anything missing?

Discussion

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6. Building the most resilient and lowest-risk network in Britain



7. Preparing our network for climate change



8. Fair, dependable reliability for every customer - wherever they live



9. Backing UK suppliers of skilled, local jobs to power the energy transition



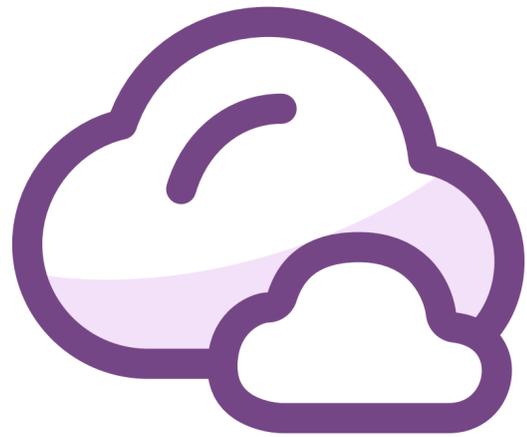
10. Creating thousands of skilled, local jobs to power the energy transition



11. Keeping our networks and customer data safe from cyber threats



12. Strengthening our response so communities recover faster from severe weather



In terms of Resilient Networks, is there anything you feel is missing at this stage?

Coffee Break



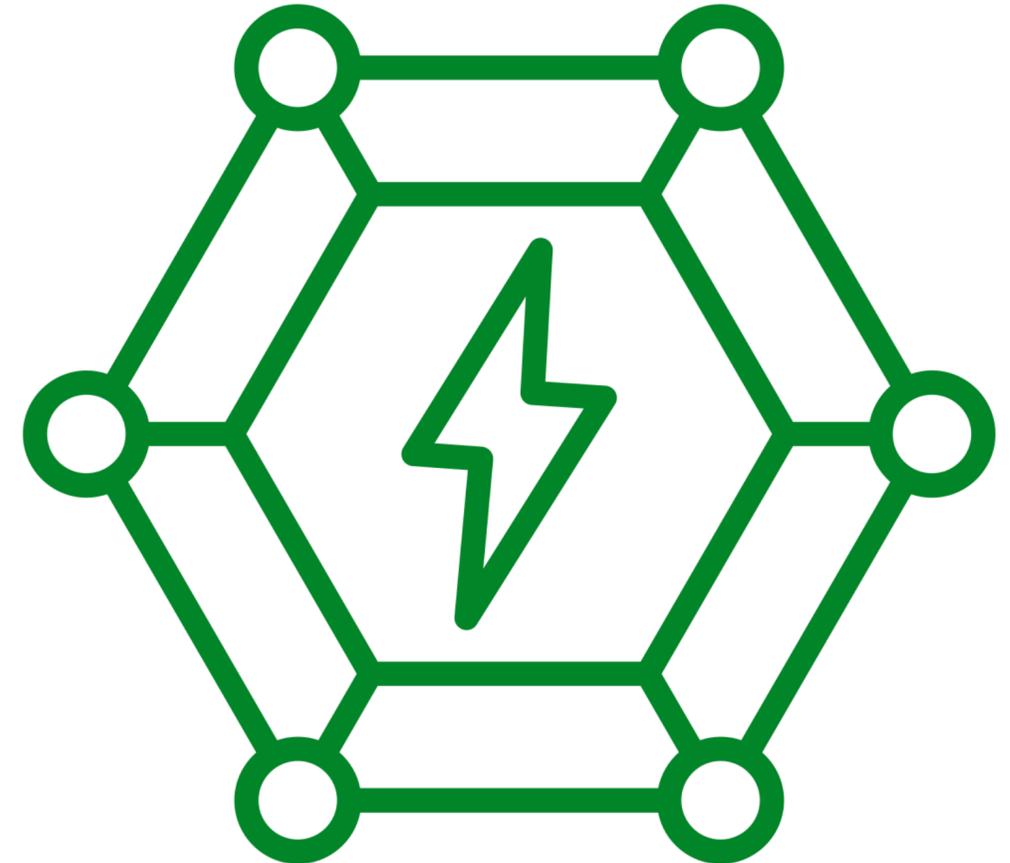
Session 3

Smarter networks



Smarter Networks | What does it mean?

- Smarter Networks is about getting more from the infrastructure we already have. Innovating, Digitalising and Modernising approaches.
- This includes our evolving role as a Distribution System Operator – using real-time monitoring, smart voltage management and flexibility services to get more out of existing infrastructure, reduce costs and connect clean energy faster.
- Smarter Networks is about using technology, data and innovation to run the electricity system more intelligently, becoming a digital utility.



Smarter Networks

Goal: Enabling greater digitalisation, innovation and flexibility across the network – supporting the transition to smarter, more efficient system operation and our evolving Distribution System Operator role.

13. Operating our network more intelligently to reduce costs, losses and disruption

14. Turning proven innovations into real benefits for customers faster

15. Making our digital services accessible and useful for everyone

16. Achieving full network visibility through data, digital platforms and responsible AI

**13. Operating our network
more intelligently to
reduce costs, losses and
disruption...**

**focus on our DSO
roles**

Distribution System Operation is an expanded set of roles that we are responsible for. It is about smarter network planning and operation to get the most out of the system.

Planning for your needs

Supporting customer decarbonisation and access to services through planning the right intervention at the right time – using investment, technology & services.

Optimising the network

Delivering a safe, economic and efficient network for our customers – through smarter network operation e.g. managing voltage.

Participating in flexibility

Enable customer participation in the energy system through increased use of **flexibility** to optimise the network and support our investment plans.

Operating for reliability

In the face of increasing network demands and complexity, use advanced solutions to improve the operational reliability of our network for the communities we serve.

Delivering a **Social DSO** for our customers and communities

**14. Turning proven
innovations into real
benefits for customers
faster ...**

**focus on our
innovation strategy**

Alongside our core planning activities, we are revising our innovation strategy to align our strategic objectives and new challenges - exploring new solutions and technologies.

Why is Innovation so Important to us?

- *As a regulated monopoly with allowances to deliver our planned work, we need to ensure we are continuing to push new frontiers and find new savings on behalf of customers.*
- *We need the means to explore new and novel solutions and technology without guaranteed success – by working with industry, academia and other networks.*

When should we innovate?

- *Network companies can apply for specific funding for innovation projects that have potential to provide customer benefit, particularly where solutions are not certain.*
- *Alongside project specific funding, network companies should embed a culture of Business-As-Usual innovation, where micro-innovations improve processes and approach.*

What problems should we seek to solve?

- *We are developing proposals and projects under central innovation themes, to address a range of network challenges, from Customer Service to Cyber, and Asset Management.*
- *As we plan ahead to ED3 we are developing these central innovation themes and would like to understand where our stakeholder priorities lie for us to spend this resource.*

15. Making our digital services accessible and useful for everyone...

focus on digitalisation

Behind the scenes of our day-to-day operations, our processes are powered by advanced digital solutions, and we have plans to further develop as a “Digital Grid” and “Digital Utility”.



Practically it's a collection of people, processes and technologies – right across our ecosystem

Strategically it's future state of our systems and the way we digitally interact

Organisationally it's cultural change and technologies to enable our digital grid with our partners

Our ED3 direction

13. Operating our network more intelligently to reduce costs, losses and disruption

14. Turning proven innovations into real benefits for customers faster

15. Making our digital services accessible and useful for everyone

16. Achieving full network visibility through data, digital platforms and responsible AI

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13. Operating our network more intelligently to reduce costs, losses and disruption



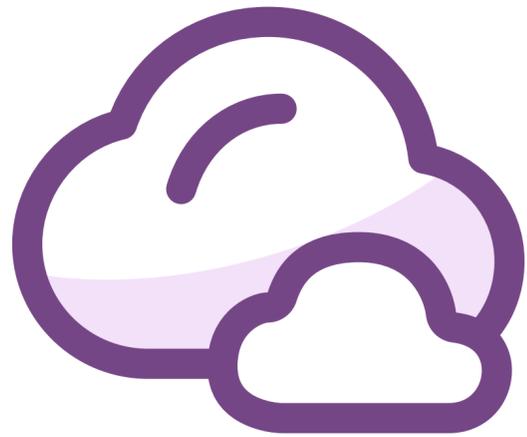
14. Turning proven innovations into real benefits for customers faster



15. Making our digital services accessible and useful for everyone



16. Achieving full network visibility through data, digital platforms and responsible AI



In terms of Smarter Networks, is there anything you feel is missing at this stage?

Session 4

Responsible and sustainable business

- Responsible and Sustainable Business is about how we serve customers, protect the environment and earn public trust.
- It covers everything from connecting new homes and clean energy projects faster, to guaranteeing exceptional care for vulnerable customers.
- It includes our commitment to reducing our own environmental impact, supporting a fair energy transition where no community is left behind, and being transparent about what we deliver and where could improve.



Responsible and Sustainable Business

Goal: Strengthening the consumer voice, ensuring accountability for outcomes, delivering excellent customer service, protecting the environment and acting with integrity in everything we do.

17. Connecting homes, businesses and clean energy projects faster and more fairly

18. Guaranteeing exceptional support for customers who need it most

19. Reducing our environmental footprint and leaving nature better than we found it

20. Championing a fair transition that drives growth and benefits every community

21. Being open about our performance – the successes and the shortfalls

22. Helping customers cut their energy bills through efficiency and clean technology

23. Setting the standard for customer service, community support and local energy

**17. Connecting homes,
businesses and clean
energy projects faster
and more fairly...**

**focus on
connections**

Connections drive low-carbon uptake and new infrastructure. With demand set to grow in ED3, DNOs need the right framework to keep delivering for customers.

Facilitating timely connections

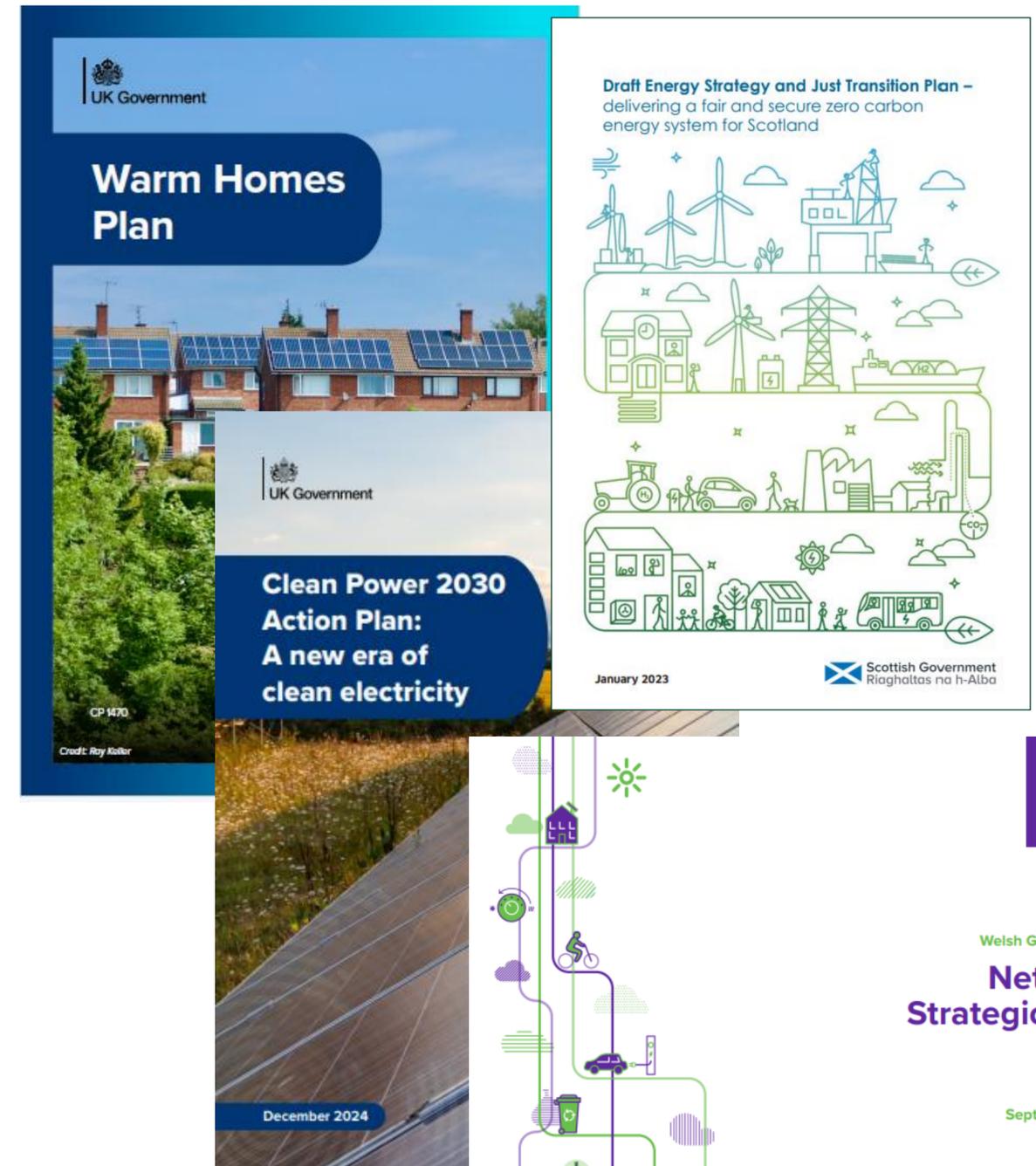
We have proposed new strategic incentives in ED3:

- to drive a timely high-quality service for customers adopting low carbon technologies; and

- to focus on the 'timeliness' of delivery for larger connections.

Supporting the Customer Journey

DNOs will receive unprecedented volumes of both demand and generation applications in ED3.



18. Guaranteeing exceptional support for customers who need it most ...

**focus on support for
vulnerable customers
during storms and beyond**

Storms create heightened risks for medically dependent, rural and hard-to-reach households, who may need tailored support to stay safe and informed during outages. These customers could need help beyond power cuts, including support with fuel poverty, digital access and low-carbon technologies.

Storm Support for Vulnerable Customers

What support should be prioritised for vulnerable or hard-to-reach customers during storm-related outages?

Loss of Communication During Storms

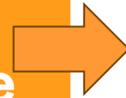
How should we support customers who lose all communication during storms due to the digital landline switchover, especially those in rural or medically dependent households?

Support for Vulnerable Customers

Beyond power cuts in what areas (e.g., fuel poverty, LCT adoption, digital inclusion) should we expand support for vulnerable customers?

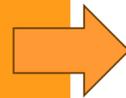
Social value can be strengthened by helping vulnerable and hard-to-reach households stay safe, connected and included - for example by reducing fuel poverty, widening access to low-carbon technologies and improving digital inclusion. This is especially important for people facing affordability pressures, low digital confidence or barriers to adopting new energy solutions.

Fuel Poverty & Community Resilience



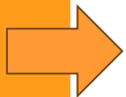
What role should we play in reducing fuel poverty and strengthening community resilience, particularly for households facing affordability challenges or barriers to essential services?

Access to Low-Carbon Technologies



How can we ensure vulnerable customers are not left behind in accessing low-carbon technologies such as EV charging, heat pumps, solar or home batteries?

Digital Inclusion & Connectivity



How can we best support customers who face digital or communication barriers to ensure they can stay informed, connected and able to access essential services?

**19. Reducing our
environmental
footprint and leaving
nature better than we
found it ...**

**focus on our Environmental
Action Plan**

Alongside our core planning activities, we are drafting our Environmental Action Plan to ensure we are tackling the key sustainability issues for ED3.

What is an Environmental Action Plan?

- *Our Sustainable Business Strategy sets out our targets for reducing the environmental impact of our activities and identifies our priorities for action.*
- *From plans to reduce our greenhouse gas emissions to delivering nature enhancement schemes - our EAP sets out how we will achieve those targets during ED3.*

What Types of Challenges are we Facing?

- *As we undertake large scale delivery programmes, we are keen to ensure we balance the financial and environmental costs carefully whilst minimising our impacts.*
- *We are developing proposals to deliver biodiversity enhancement for major works, and to adopt low-carbon materials for construction, but these will usually increase costs.*

How are we responding?

- *We want to implement low carbon solutions during construction and to exceed minimum biodiversity enhancement obligations, where cost-effective*
- *We are keen to grow our visual amenity programme in designated areas such as National Parks: replacing overhead lines with buried cables or employing tree planting..*

Our ED3 direction

17. Connecting homes, businesses and clean energy projects faster and more fairly

18. Guaranteeing exceptional support for customers who need it most

19. Reducing our environmental footprint and leaving nature better than we found it.

20. Championing a fair transition that drives growth and benefits every community

21. Being open about our performance — the successes and the shortfalls

22. Helping customers cut their energy bills through efficiency and clean technology

23. Setting the standard for customer service, community support and local energy

For the **highlighted** vision

statements:

- Does our direction align with your needs and expectations?
- How can our direction be improved?

Overall:

- Which of these areas of focus are most important to you?
- Is there anything missing?

Discussion

WiFi:
Password:

Electronic Voting





17. Connecting homes, businesses and clean energy projects faster and more fairly



18. Guaranteeing exceptional support for customers who need it most



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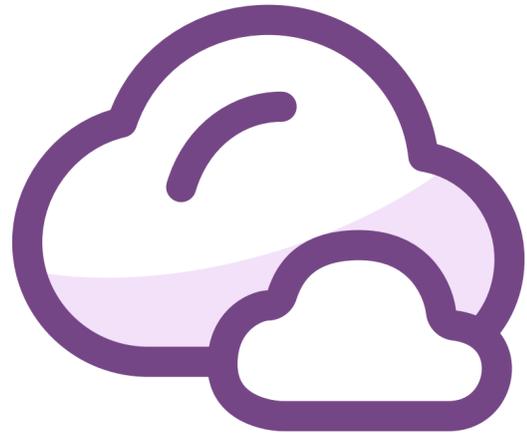
21. Being open about our performance - the successes and the shortfalls



22. Helping customers cut their energy bills through efficiency and clean technology



23. Setting the standard for customer service, community support and local energy



In terms of Responsible and Sustainable Business, is there anything you feel is missing at this stage?



Closing Remarks

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