

Investing in the energy transition | Our direction for ED3

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

We will remove the barriers that stop households and businesses from adopting electric vehicles, heat pumps and other clean technologies – upgrading networks street by street, unlooping legacy services and supporting community energy projects so no customer is held back from decarbonising.

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

We will work with local and devolved governments, councils and community groups to co-design investment plans that reflect regional priorities – providing a single point of contact so local needs translate into timely, coordinated network upgrades with minimum disruption and maximum local benefit.

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

Our focus is on demonstrating that we can deliver one of the largest infrastructure programmes in our history – through early material procurement, supply chain mobilisation and excellent street-works performance that minimises disruption through better coordination and collaborative working with local authorities.

4. Building network capacity now for the demands of tomorrow

Our ambition is to invest ahead of need – accelerating connections for renewables and storage, preparing streets and strategic sites for EV charging and fleet depots, and enabling electrified industry so regional clusters can grow and create jobs. Long-term network development planning would combine reinforcement, flexibility and data-led targeting to make connections faster and cheaper.

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

Our aim is to design and build assets fit for 2050 from the start – future-proofing infrastructure to avoid costly rework and repeated disruption and demonstrating through clear evidence that proactive investment delivers measurable capacity and reliability outcomes for customers.

Resilient Networks | Our direction for ED3

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

Our ambition is to target the parts of our network that carry the greatest risk of failure — replacing and refurbishing ageing equipment, hardening our most exposed rural infrastructure, and reducing long-term asset risk faster than baseline expectations through modern analytics and transparent reporting.

7. Preparing our network for climate change

Our direction is to deliver a measurable pathway to climate resilience — covering flood, wind, heat and wildfire risks — so the network we build in ED3 stands strong to 2050 and beyond. We are also exploring ways to ensure that the benefits of efficient network delivery are shared directly with customers and communities.

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

Our direction is to increase UK content and SME participation in our projects, secure long-lead equipment early to avoid bottlenecks and price spikes, and provide transparent, rolling forecasts of the equipment and skills we need — by region and discipline — so suppliers and training providers can invest with confidence.

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

Our ambition is to eradicate pockets of poor reliability, so where you live does not determine how dependable your electricity is. This means using deprivation data to prioritise investment for the greatest social benefit, tackling short, repeated interruptions through predictive analytics and automation, and sustaining year-on-year performance improvements through faster restoration and smarter maintenance.

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

Our ambition is to significantly grow our skilled workforce, lead on inclusion and wellbeing, and expand apprenticeships, retraining pathways and technical roles in the regions we serve — recruiting locally so economic benefits stay in our communities and bringing STEM learning into classrooms and colleges to inspire the next generation.

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

Our aim is to achieve best-in-class cyber resilience across all our IT and operational technology systems and supply chain — through continuous testing and improvement so customers can rely on secure, resilient network operations as our infrastructure becomes increasingly digital.

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

Our aim is to harden our most exposed assets, improve tree management and remote switching, and strengthen our emergency response so customers experience fewer and shorter outages in severe weather. We will explore the opportunity to go beyond minimum standards with stretching storm support that delivers better welfare, faster crew deployment and more effective community recovery.

Smarter Networks | Our direction for ED3

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

Our direction is to deploy flexibility to create capacity sooner, optimise voltage to increase hosting capacity and improve power quality, and reduce distribution losses through targeted upgrades. We want to cut the customer impact of planned works through smarter switching and temporary generation – so customers feel the benefit, not the burden, of investment as we fulfil our Distribution System Operator role.

14. Turning proven innovations into real benefits for customers faster

Our ambition is to prove, then scale, industry-leading solutions so customers see faster, cheaper, better outcomes from our investment, not just pilot projects.

15. Making our digital services accessible and useful for everyone

Our aim is to create a seamless, digital-first customer experience with proactive updates that make power cuts and connections simpler – meeting the highest accessibility standards, co-designed with the customers who need them most.

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

Our ambition is to achieve full low-voltage monitoring coverage by the end of ED3 for complete real-time network visibility. This means publishing decision-grade open data and APIs for innovators and planners, building open, interoperable digital platforms, and applying clear ethical guardrails for AI and advanced analytics so digital tools improve outcomes without compromising trust.

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

Our ambition is to set new standards for connection speed, transparency and consistency — through digital self-service tools and queue management that shorten time-to-connect, and a dedicated approach to larger and strategic connections so major projects are not held back by network constraints.

18. Guaranteeing exceptional support for customers who need it most

Our aim is to ensure every vulnerable customer receives rapid, personalised support during outages and planned works — including warmth, food, accommodation and priority restoration. We also want to help vulnerable customers tackle fuel poverty and ensure they are supported to participate in and benefit from the energy system transition.

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

Our ambition is to deliver measurable biodiversity gains on major projects, minimise SF₆ emissions and adopt SF₆-free equipment wherever proven, reduce emissions from our depots, fleets and construction sites on a science-based pathway, and shrink resource use and waste across every programme.

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

Our direction is to provide dedicated support for businesses electrifying, expanding and creating jobs — helping unlock regional economic growth by making it easier for companies of all sizes to connect, decarbonise and scale.

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

Our aim is to publish clear, plain-English accounts of our performance — showing how investment delivers community and economic value. This means reporting openly on every major ED3 commitment, celebrating successes, acknowledging shortfalls and explaining how we intend to close gaps.

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

Our ambition is, where possible and in line with the evolving regulatory landscape, to become a trusted delivery partner for behind-the-meter energy efficiency and low-carbon technology installations — helping households reduce energy use, lower bills and accelerate the transition, with a focus on those least able to act on their own.

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

Our direction is to deliver a seamless, personalised experience across every channel — through proactive updates, faster complaint resolution and responsible AI-assisted support. When storms strike, we want to use household data to target welfare where it prevents the most harm. We are also exploring how best to support community groups in delivering their own local renewable and flexibility projects.