

Report on Northern Powergrid's (NPg) Independent Stakeholder Group (ISG) meeting

#4 June 2025

Summary

This meeting was the last for member Jenny Saunders, who had been with the CEG / ISG since its inception back in 2019. The meeting also welcomed its newest member Carol Botten, an experienced senior leader in the charity and public sectors. Carol also brings a wealth of expertise in communities, inequality, vulnerability and customer needs to this new role.

Updates in the meeting included NPg's progress with its ED3 planning, a review of its latest Business Plan Commitments Report, an update from the Business Plan Engagement Group (BPEG) leads, and the Head of Communications joined to provide an update on the launch of NPg's new website.

The meeting also included the standard business items of updates from the DSO Review Panel¹ as well as broader updates including the ongoing matters around de-looping and connections reform.

ED3 Planning

NPg advised that the ED3 planning team is currently working hard to try and get ahead of the overall direction of the strategy before the details of the plan start to be pulled together. It wants to use as much of the learnings from the ED2 process for ED3 as possible. One learning in particular was not wanting to create stakeholder fatigue.

The forward plan for ED3 stakeholder engagement was also discussed.

Business Plan Commitments Report

The meeting discussed the details from the Q2 report. The ISG are encouraged by the report's progress after a number of concerns from the ISG's have been addressed, albeit some further enhancements were requested.

The report provides the ISG with key insights and details of how NPg is progressing against its ED2 business plan commitments.

Business Plan Engagement Group (BPEG)

NPg confirmed this programme continues to run well with lots of engagement from across the business as it currently remains focused on ED2. There is still significant activity ongoing.

¹ Find out more about Northern Powergrid's Distribution System Operation Review Panel here: [DSO Review Panel | Northern Powergrid](#)

The Online Community is also doing well, with a good level of membership and engagement. It was confirmed the AI stakeholder engagement tool is scheduled to go-live in July.

Phil Jones (CEO)

Phill joined the meeting briefly to pass on his personal thanks and acknowledgement to Jenny for all her hard work with NPg's CEG/ISG and wished her all the best for the future.

Northern Powergrid Business updates

NPg continues to work on the challenges of de-looping, and now has a dedicated team set up to support this which isn't just a challenge for NPg, but across the industry.

The connections queue is still also being worked on at NPg, with it still working to get a clearer understanding of the queue.

Communications Update

NPg's Head of Communications joined the meeting sharing the thinking behind NPg's new website, created with a modern agency to help offer a better service to its customers. The website was designed predominantly for mobile phones rather than a conventional desktop. The design was also layered using the analytics from the old website to help prioritise what customers wanted.

Her team continues to work closely to bring each area of their business to life more.

DSO Review Panel (DRP)

The last DRP meeting (8-May) went through a range of topics including vulnerable customers and their interaction with flexibility. The role of the DRP itself was discussed which is not to audit, but to be a scrutiny and challenge group.

The DRP's role in ED3 was also discussed, as well as CP2030, Distribution Future Energy Scenarios (DFES) and Distribution Network Options Assessment (DNOA).

¹ Find out more about Northern Powergrid's Distribution System Operation Review Panel here: [DSO Review Panel | Northern Powergrid](#)