



SGN

Stakeholder Engagement and Decision Log

December 2024

	RIIO-3 Outcome	Policy Area	Type of Engagement Undertaken	Stakeholder Groups	Summary Feedback	Impact on Business Plan (BP)
1	High quality of service from regulated firms	Customer Service	See row 47	See row 49	Customers & stakeholders recognise excellent service as an important role of SGN's and is a mid-ranking priority.	Both networks will be in the top 3 for: 1) customer service by the end of GD3; 2) fewest complaints per customer throughout GD3. See Ch.4 of BP.
2					Whilst Customer Service received some support for investment, customers and stakeholders believed it's the lowest priority for more investment. Customer service initiatives feel like a 'nice to have' rather than a core priority.	We will maintain levels for customer service from GD2 to GD3 and this is reflected within BP. We are committed to be top 3 for customer service whilst managing impact on bill. See Ch.4 of BP.
3					Minimising roadworks through more joined up work with councils and other utilities is seen as an important and sensible initiative. Although not a top priority for most customers and stakeholders versus other bigger, more strategic investments – it's considered business as usual (BAU).	We will maintain award winning collaborative street works ODI in GD3 with ambition to do more. We will also continue to innovate around street works and reduce impact on customers through lane rental innovation funds available. See Ch.6 & 8 of BP & Innovation Strategy (SGN-GD3-SD-05).
4					Keeping pace with new technology in customer services is seen as 'nice to have' but not essential as current customer service levels are seen as good. Some customers raised concerns around new technology excluding vulnerable customers.	BAU innovation to support the rollout of new technology that will provide enhanced levels of Customer Service. NIA will be used to support vulnerable customers and ensure that no customer is left behind or excluded from benefits of new technologies. See Ch.4 & 6 of BP & Innovation Strategy (SGN-GD3-SD-05).
5					Ensuring customers can access real time information is a lower priority than other initiatives.	Although this is not a priority for customers, we are embracing open data where appropriate, particularly around whole system planning and engagement with the RESP. See Ch.4, 5, 6 & 7 of BP, IT & Telecoms Strategy (SGN-GD3-SD-07), Cyber Resilience Strategy and Digitalisation strategy and action plan.
6	High quality of service from regulated firms	Vulnerability	See row 47	See row 49. Research quotas set to ensure 50% fuel poverty of overall domestic customers. Stakeholder engagement included charities, central & local government, & consumer welfare advocacy groups.	All customer and stakeholder groups considered it highly important that we support those in need. Fuel Poor customer sub-groups placed greater importance on this than other domestic customers. It was rated in the top two priorities for more investment by customers and stakeholders, who believe investment needs to increase to match the growing number of first-time fuel poor customers.	We are committed to more than double our GD2 target of 250,000 vulnerable customers and help at least 650,000 in GD3. We have included circa £20m+ within BAU with circa £40m remaining in VCMA. We want the funding to reflect level need, not based on per capita. Funding to be on a like for like basis from GD2 to GD3, with key activities split into BAU funding and VCMA UIOLI funding. We have proposed that the repurposed FPNES allowance is retained within GD3 overall VCMA request. See Ch.4 of BP and Vulnerability Strategy (SGN-GD3-SD-10).
7					The majority of customers and stakeholders believe SGN's plans are going in the right direction, are positive about the broad range of action taken by SGN, encompassing advice, financial and practical support for vulnerable customers. A large majority of customers & stakeholders believe SGN's plans have the right level of ambition, with a minority of customers saying they're unable to judge without more detail.	We will support the most vulnerable customers through maximising the SROI for every £1 invested through the VCMA programme, while always prioritising the needs of vulnerable customers. See Ch.4 of BP & Vulnerability Strategy (SGN-GD3-SD-10).
8					Support from stakeholders for provision of first-time heating systems by SGN. A minority questioned if it is aligned with net zero, although others recognised other low carbon options are not always affordable or efficient.	FPNES has been removed in GD2 period, the funds were repurposed and included within the overall VCMA. We have proposed that the repurposed FPNES allowance is retained within the GD3 overall VCMA request. See Ch.4 of BP & Vulnerability Strategy (SGN-GD3-SD-10).
9					Stakeholders strongly supported SGN's initiative to maintain/repair/replace gas boilers and appliances. Customers also believe SGN should be telling all their customers of the importance of maintaining their gas boiler.	We are committed to training all front-line employees to assist them in identifying and supporting vulnerable customers. We are maintaining levels of funding to support our customers that need it most, this includes committing to use a portion of VCMA allowance to maintain/repair/replace gas boilers and appliances through our project partners. See Ch.4 of BP and Vulnerability Strategy (SGN-GD3-SD-10).
10					Strong support from stakeholders for onsite community support during supply interruptions.	We are continuing to improve our onsite support through our Safe and Warm team and enhanced welfare initiatives during interruptions. See Ch.4 of BP and Vulnerability Strategy (SGN-GD3-SD-10).
11					Customers strongly supported SGN championing a fair and affordable clean energy transition, although felt it's a little vague and some were	We will continue to collaborate with other GDNs in this area through GD3 which aligns fully to our outcomes and commitments made within the BP, particularly

					sceptical if it's realistic and affordable. They believed this is important for all customers, not just those in vulnerable situations, and customers are undecided on how the costs for a clean energy transition should be split between current gas customers, future customers, taxpayers and polluters.	across our whole system approach to energy transition. We've committed to work with stakeholders and Regional Energy Strategic Plans (RESs) to develop credible plans to net zero. Funding is included to improve our understanding of consumer needs to support the transition, including assessing the needs of different users, regional factors, and societal and consumer vulnerability impacts. Ch.4 & 6 of BP & Innovation Strategy (SGN-GD3-SD-05).
12					Customers and stakeholders want SGN to identify vulnerable customers early to support them, recognising the importance of early identification to provide support.	We are committed to training all front-line employees to assist them in identifying and supporting vulnerable customers. See Ch.4 of BP and Vulnerability Strategy (SGN-GD3-SD-10).
13					Strengthening SGN's vulnerability partnerships is supported by customers & stakeholders, recognising it's sensible to work with partners who are better able to deliver some areas of support. They feel a 50/50 split of funding between direct SGN support vs through partners is about right. Some customers question whether SGN being a 'middleman' redistributing funding to partners is the most efficient way to support vulnerable customers.	We will continue to work with partners via our established community network and provide evidence to maintain GD2 levels of funding within GD3. In our commitment to support the most vulnerable customers through community hubs and welfare initiatives, we will maximise the SROI for every £1 invested through the VCMA programme, while always prioritising the needs of vulnerable customers. See Ch.4 of BP & Vulnerability Strategy (SGN-GD3-SD-10).
14	Infrastructure fit for a low cost transition to net zero	A whole systems approach adopted to meet the challenges of net zero	See row 47.	See row 49. Stakeholder engagement included key supply chain partners, large I&C customers, central & local government, energy partners, & environmental experts & advocacy groups	The majority of customers and stakeholders believe developing low carbon energy solutions is important, although it's considered lower importance than most other priorities. However, it is ranked in the top two priorities for more investment by both customers and stakeholders, given the big questions around how natural gas will be replaced and the need to develop alternative low-carbon energy for homes and businesses.	We have allocated funding of £10.38m to network transition innovation – development of a whole energy system and a viable, resilient transition pathway that supports effective repurposing of assets and addresses any remaining gaps in the evidence base that supports the energy system transition. We've included funding to improve our understanding of consumer needs to support the transition. This will include assessing the needs of different users, regional variations, and societal and consumer vulnerability impacts. In GD3 we will invest in highly skilled, motivated people from all walks of life, supported by a robust, efficient supply chain. Committed to 50 apprenticeships per year as well as continually strive to reflect the communities that we work in through GD3. See Ch.6 & 7 of BP.
15					There is strong support for a whole system approach tailored to different UK regions and areas, recognising a mix of energy solutions is required and utilising the differing strengths and opportunities of different areas. Customers want a fair and affordable clean energy transition for everyone, and not a 'postcode lottery' to determine their low carbon energy solution and cost. Customers are undecided on how the costs for a clean energy transition should be split between current and future gas customers, taxpayers and polluters.	We will contribute to the development of the RESs and local area energy plans in Scotland and the South of England. We will establish processes that allow us to safely & reliably blend more green gas into our network. We will implement a framework to assess alternatives to natural gas when refurbishing or replacing supplies to high rise multi-occupancy buildings. Plan to improve our understanding of consumer needs to support the transition, including the needs of different users, regional variations and societal & consumer vulnerability impacts. See Ch.6 of BP & Innovation Strategy (SGN-GD3-SD-05).
16	Infrastructure fit for a low carbon transition to net zero	Biomethane SIUs	See row 47	See row 49. Stakeholder engagement included biomethane partners	Overall, there is positivity towards biomethane as a proven technology which can be implemented immediately with no risk of investments being wasted. Concerns are that biomethane is a short-term solution until more sustainable low carbon energy solutions are widely available, and there's a finite supply.	Network transition innovation funding of £27.2m includes biomethane and hydrogen blending. We will work collaboratively to maximise biomethane injection and reduce connection times for producers to provide the capacity to transport it to the equivalent of one million homes. We will transport locally produced biomethane to Wick and Thurso SIUs to replace liquefied natural gas supplies. See Ch.6 of BP & Innovation Strategy (SGN-GD3-SD-05).
17	Infrastructure fit for a low carbon transition to net zero	Hydrogen blending	See row 47	See row 49. Stakeholder engagement included large I&C customers, central &	Hydrogen blending received strong support, meeting customers' desire to see immediate action to reduce carbon emissions. It's seen as a stepping stone to 100% hydrogen, introducing people to hydrogen in their homes. and creating a demand for green hydrogen. There's a need to rigorously test safety, and customers should be kept fully informed.	We commit to continue to advance hydrogen blending to consolidate and address any remaining gaps – preproduction trials and pilot projects in GD3 (LTS Futures). Activity will evolve the framework to support blending, which includes safety aspects. Edinburgh pipeline project is an opportunity to work with customers and stakeholders on the introduction of blended hydrogen into the network. Proposal to carry out a 'real life' transition of multi-occupancy buildings (MOBs) in GD3 to showcase how different energy systems, including hydrogen, can integrate. This will be stakeholder and customer-led with significant focus on customer and

				local government, energy partners, & environmental experts		community engagement, including vulnerable customers. See Ch.6 of BP & Innovation Strategy (SGN-GD3-SD-05).
18					100% hydrogen is believed to have greater potential for Industrial & Commercial use than Domestic. Whilst not #1 priority for investment due to uncertainty around its true potential, customers & stakeholders are supportive of continuing development and trials to understand concerns around safety, viability, cost and to inform government policy.	We will establish processes that allow us to safely and reliably blend more green gas into our network. We will implement a framework to assess alternatives to natural gas when refurbishing or replacing supplies to high rise multi-occupancy buildings. See Ch.6 of BP & Innovation Strategy (SGN-GD3-SD-05).
19	Infrastructure fit for a low carbon transition to net zero	Improving environment	See row 47	See row 49. Whilst support was strongest amongst environmental stakeholders, customer views were given more weight as they're the ones paying the bill.	The majority of customers and stakeholders believe our environmental performance is important with over a 1/3 rating it 'very important'. However, customers & stakeholders ranked this in the bottom two of the seven priorities, believing it has low impact on customers compared with other priorities. Customers and stakeholders consider it a high priority for more investment, generally ranked third, focusing on reducing gas leaks.	We will deliver several focused initiatives throughout GD3 to reduce methane leakage and manage/control the pressure within our network through a mixture of BAU activities, the Net Zero re-openers and UIOLI mechanisms. We are committed to delivering mains replacement targets, as well as advanced methane detection through NZARD UIOLI. We have a licence obligation to produce an Annual Environmental Report that tracks our progress across key industry KPIs. See Ch.6 of BP & Innovation Strategy (SGN-GD3-SD-05) & EAP (SGN-GD3-SD-01).
20				Customers and stakeholders believe SGN's environmental plans are going in the right direction, with methane leakage reduction the priority. Customers believe the plans have the right level of ambition, whereas stakeholders believe SGN should be more ambitious.	We will reduce our operational carbon footprint by 46% compared to our 2019 baseline with a focus on reducing methane emissions, through leakage reduction, advanced methane detection, and pressure management. See Ch.6 of BP & Innovation Strategy (SGN-GD3-SD-05) & EAP (SGN-GD3-SD-01).	
21				Methane leakage reduction is considered vital and by far the most important focus by both customers and stakeholders - as these account for 95% of SGN's carbon footprint and would deliver a tangible impact. Both replacing old metal pipes with new plastic ones and introducing new technology to detect leaks and reduce gas pressures are welcomed, recognising this benefits safety and reliability as well as the environment. Some concerns raised around ensuring any new technology is proven first, eliminating any potential new cyber security risks, and ensuring SGN has sufficient skilled resources to implement.	New technology to reduce methane leakage through adopting Digital Platform Leakage Analytics (DPLA), Intelligent Gas Grid (IGG) and advanced methane detection (AMD). Pressure control and management technology to be rolled out further to build on the work done through PCD in GD2. Technology being implemented has been robustly trialed and approved in accordance with strict policy and procedures. See Ch.6 of BP, Innovation Strategy (SGN-GD3-SD-05) & EAP (SGN-GD3-SD-01). We will meet or exceed the Enhanced Cyber Assessment Framework. See Ch.6 of BP, Innovation Strategy (SGN-GD3-SD-05), IT (SGN-GD3-SD-07) & EAP (SGN-GD3-SD-01).	
22				Reducing SGN's environmental business impact is felt to be low impact in comparison to other initiatives - considered good practice and therefore BAU rather than a priority for investment. Differing views on electric vehicles, on balance customers and stakeholders are in favour of a move to electric as part of an on-going replacement plan for SGN vehicles. Other initiatives to reduce SGN's environmental business impact are considered a lower priority by customers.	A move to Ultra Low Emission and electric vehicles will be progressed where efficient and practical to do so - there has been real challenges in GD2 with the supply chain. We will continue to progress biodiversity improvements following GD2 surveys – aiming to create 10% Biodiversity Net Gain (BNG). See Ch.6 of BP & EAP (SGN-GD3-SD-01).	
23	Secure and resilient supplies	Keeping the gas flowing safely	See row 47	See row 49. Stakeholder engagement included key supply chain partners, large I&C customers, central & local government, & energy partners	Acting safely is consistently rated the highest importance across all customer and stakeholder groups. Customers and stakeholders perceive safety as a hygiene factor with a strong expectation for SGN to maintain high standards.	Our BP has been developed with safety and resilience at the core of investment decisions. We will maintain our network so there is no deterioration in its performance or reliability. We will continue to look after the health and safety of our employees by targeting a maximum working day of 12 hours by the end of GD3. See Ch.5 of BP & Network and Asset management Strategy (SGN-GD3-SD-06).
24				Keeping the gas flowing is also a high priority in terms of importance which is ranked second by customers and third by stakeholders and seen as core to SGN's role.	Our BP has been developed with safety and resilience at the core of investment decisions. We are committed to ensuring the network will be as good at the end of GD3 as it was at the start whilst mitigating the impact on bills. We will introduce a measure for climate resilience and establish a standard baseline from which we will monitor our progress. See Ch. 4 & 5 of BP, Network and Asset management Strategy (SGN-GD3-SD-06) & Climate Resilience Strategy (SGN-GD3-SD-02).	
25				On appetite for more investment, customers and stakeholders believe current safety levels are good and therefore the majority feel maintaining existing levels would be sufficient. There's overwhelming support to at least maintain investment to ensure safety levels don't fall, and if more	We are committed to ensuring the network will be as good at the end of GD3 as it was at the start whilst mitigating the impact on bills. See Ch. 4 & 5 of BP & Network and Asset management Strategy (SGN-GD3-SD-06) & Climate Resilience Strategy (SGN-GD3-SD-02).	

					investment is required then this should be a top priority. Some Network stakeholders are aware of an increasing number of safety incidents and therefore believe more investment is necessary.	
26					Keeping the gas flowing is considered a lower priority for more investment by both customers & stakeholders. They believe SGN are currently doing a good job, based on their own experience & the absence of bad press. Therefore, they don't see a need for more investment. They're supportive of continuing the on-going programme of pipe replacement at current levels. National stakeholders raise concerns about future network resilience, driven by the uncertainty around the future role of gas, geopolitical changes and more extreme weather.	Mandatory mains replacement programme driven by HSE enforcement policy. Mandatory safety driven programme by driven by The Pipeline Safety Regulations (1996). Precautionary programme driven by the need to reduce the safety risk posed by cohort of assets not included within the mandatory programme. See Ch. 5 of BP & Network and Asset management Strategy (SGN-GD3-SD-06). We will replace 328km of mains and 10,500 steel services not included in HSE-enforced mains replacement programme but where we consider asset deterioration will lead to an increased risk of failure.
27					Customers and stakeholders supported the recruitment and training of engineers to ensure a safe network, with some utility and environmental stakeholders experiencing issues with recruiting a skilled workforce.	We will recruit and train more than 50 apprentices each year. Change to legislation / policy around working time directive of 12 hours maximum. See Ch.7 of BP & Workforce and Supply Chain resilience Strategy (SGN-GD3-SD-03).
28					Customers support using the latest technology to install and repair gas pipes more quickly, recognising its multiple benefits for safety, reliability, carbon emissions, costs and roadworks disruption.	We will adopt new technology to reduce methane leakage such as DPLA & advanced methane detection (commenced trials in GD2) to be rolled out across the network. See Ch.6 of BP & EAP (SGN-GD3-SD-01).
29	Secure and resilient supplies	Cyber, physical and climate resilience	See row 47	See row 49	Support from most customers and stakeholders for improving the climate resilience of SGN's assets, although considered lower impact and less urgent than reducing methane leaks. Makes sense to prioritise sites at greatest risk of flooding.	We are committed to introduce a measure for climate resilience and establish a standard baseline from which will improve over the course of GD3. We will invest to tackle climate related factors, this includes surveys to identify pipes at risk of washout risk so we can mitigate as well as intervene at an early stage to ensure resilience. We'll also work to improve some property asset resilience. See Ch.5 of BP, Network and Asset management Strategy (SGN-GD3-SD-06) & Climate Resilience Strategy (SGN-GD3-SD-02).
30	System Efficiency and long-term value for money	Affordable bills	See row 47	We upweighted the views of fuel poor customers (given they are most impacted).	All customers, especially the fuel poor, see keeping costs down as a top priority for SGN, exacerbated by the cost-of-living crisis.	We will target support for those in most financial need to help them manage the challenge of rising bills, working with our network of extensive partners including debt advice and income maximisation experts. We have responded to the affordability challenge by looking to deliver our capital projects more efficiently and ensuring that our larger front-line workforce (needed to ensure the safety and wellbeing of our employees while also meeting emergency response times) are maximising opportunities to deliver non-emergency work during the summer when calls are fewer. See Ch. 2, 4 & 7 of BP & Vulnerability Strategy (SGN-GD3-SD-10).
31				We also triangulated insight from our consumer research with key partners via our stakeholder engagement programme.	2/3 of fuel poor customers would find a bill share of £200 'getting expensive but still acceptable' and 1/4 would find this 'unacceptable'. At least 1/3 would find it difficult to afford this bill level. At a lower £180, 4/5 of fuel poor customers would find this 'getting expensive but still acceptable' and 1/10 would find this 'unacceptable'. Any additional cost is unacceptable for 15% of the Extreme Fuel Poor Vs 10% of Total Fuel Poor, and 8% of Non-Fuel Poor	SGN have responded by reducing the bill amount to £178. We will only do work necessary to maintain a safe and reliable network. We have responded to customer feedback on how much more they can afford to pay, and what we should prioritise. We have challenged ourselves to work as efficiently as possible and deliver more value to our customers, while recognising some of the unique cost pressures we face, particularly in our Southern network. See Ch. 9 & 10 of BP.
32					2/3 of fuel-poor customers believe a £3 bill increase is acceptable to fund investment in biomethane, vulnerable customers, welfare allowance, methane leakage reduction, remote pressure management & innovation roll-out, with 1/6 finding this unacceptable. At least 3/4 of fuel-poor customers agreed SGN should include all 6 investment areas in their BP.	We have included ambitious commitments across all customer priority areas whilst ensuring that the cost is acceptable. These are detailed across our BP and include investments around biomethane, vulnerable customers, welfare allowance, methane leakage reduction, remote pressure management, and innovation roll-out. See Ch. 2, 4, 5, 6 & 8 of BP.
33				See row 49	Whilst many customers were accepting of bill increases to maintain current standards, others were frustrated, especially by increases driven by macro-economic factors. The cost-of-living crisis means fuel-poor customers are already struggling to pay their gas bill. Even amongst	We have challenged ourselves on workload and costs to ensure that we deliver value for money (Ch.9). We have ensured that there is an appropriate balance between allowances and uncertainty mechanisms to build a clear level of transparency and cost confidence (Ch. 8). We have focused on establishing alternative approaches to accelerated depreciation to potentially reduce the

					those who can afford to pay, some reject price rises being passed onto customers and feel 'enough is enough'.	immediate impact on bills until there is greater confidence on decarbonisation pathways. We also call for a complete policy discussion to establish a clear path of cost recovery that is sustainable in the long term for all customers.
34					Customers want SGN to look for cost savings elsewhere to mitigate bill increases driven by macro-economic factors & question whether SGN can fund some of the increase from profits. They desire full transparency from SGN around their spending plans, performance and profits.	In GD2 we are expecting to spend £242m more than the allowances awarded to us in the final determination for our Southern network. Our shareholders have limited the dividend that they have accepted to enable reinvestment into the company to transform our operating practices and processes. Following feedback from the ISG we increased our ongoing efficiency ambition from 0.3% to 0.5% / yr See Ch. 5, 9 & 10 of BP, Finance Annex (SGN-GD3-SD-09) & Cost Assessment and Benchmarking Strategy (SGN-GD3-SD-08).
35					Given the negative reaction to a potential bill share increase to £200 largely driven by macro-economic factors, SGN reduced this to just under £180. Informed customers welcomed SGN's response, believing it demonstrated transparency and that SGN are listening to their concerns.	The bill share of £178 has now been confirmed and reflected in the BP.
36	All Outcomes	Innovation	See row 47	See row 49	3/4 informed customers agreed SGN should include innovation roll-out.	Innovation roll-out included. Ch.6 of BP & Innovation Strategy (SGN-GD3-SD-05).
37			See row 21	See row 21	Methane leakage reduction (see row 21)	See row 21
38			See row 6	See row 6	Vulnerability (see row 6)	See row 6
39			See row 15	See row 15	Whole system approach (see row 15)	See row 15
40			See row 16	See row 16	Biomethane (see row 16)	See row 16
41			See row 17	See row 17	Hydrogen blending (see row 17)	See row 17
42			See row 18	See row 18	100% hydrogen (see row 18)	See row 18
43			See row 23	See row 23	Acting safely (see row 23)	See row 23
44			See row 26	See row 26	Keeping the gas flowing (see row 26)	See row 26
45			See row 29	See row 29	Improving the climate resilience of assets (see row 29)	See row 29
46			See row 4	See row 4	Keeping pace with new tech in service (see row 4)	See row 4
47	Type of Engagement Undertaken	<p>Key summary reports from our research and engagement have been shared in the Insight Inventory on our dedicated external website https://sgnengage.co.uk/insight-inventory/</p> <p>We have used insight from more than 11,000 engagements with customers and stakeholders across a four-stage programme, including:</p> <p>STAGE 1: Annual survey with over 220 stakeholders (Ref 222 & 346), Broad stakeholder event (Ref 245), Deliberative workshops with a panel of 100 customers over three weeks (Ref 254), A Max Diff online survey of over 3,000 customers (Ref 266)</p> <p>STAGE 2 : Several specialist stakeholder roundtables to explore views in more depth: Vulnerability (Ref 248), Safe & Warm (Ref 250), Network (Ref 252), Environmental Performance (Ref 253), Future of Energy (Ref 268). Willingness to Pay online survey with 3,000 customers (Ref 316)</p> <p>STAGE 3: A full day consultation event with stakeholders in Edinburgh (face-to-face) and London (hybrid) (Ref 317). Several specialist stakeholder surveys & roundtables to explore views in more depth; Biomethane survey (Ref 311) and follow up event (Ref 324), Safe & Warm event (Ref 312), Third party connections survey (Ref 310). Our ongoing informed panel of 100 customers were invited to deliberative research sessions held over four consecutive weeks (Ref 333)</p> <p>STAGE 4: Broad stakeholder event to test any final revisions to the plan (Ref 367). Further Acceptability Testing was conducted with our ongoing informed panel (Ref 365) and a deep-dive follow-up focus group (Ref 366)</p> <p>ACROSS ALL STAGES: Monthly engagements with ongoing informed customer panel to develop the plan & triangulate insight (Ref 269, 270, 275, 321, 330, 331, 332, 347, 348)</p>				
48	Stakeholder Groups	<p>STAKEHOLDER VOICES REPRESENTED: All stakeholder voices below were considered, any differences in views and dissenting voices are reflected in the 'Summary Feedback'.</p> <p><u>Domestic customers:</u> including those on the PSR, with disabilities/limiting factors, ethnic minorities, non-native English speakers, rural and urban; <u>Fuel poor customers:</u> those who regularly struggle may need to prioritise basics (food, housing, and other bills) ; <u>SME customers:</u> mix of sectors and sizes; <u>Future energy users:</u> 18-24 year olds who were not direct gas bill payers; <u>Stakeholders:</u> industrial & commercial customers, energy partners, industry peers, local interests, supply chain partners, central & local government, consumer welfare groups and environmental experts.</p> <p>EXCEPTIONS : <u>School children:</u> Although we trialled it in GD2 and considered it for GD3 planning, we did not engage school children as they are not in a position to say what they might be willing to pay in 10 years' time (although we do engage with them via recruitment, H100 and community events). Instead, we used projective techniques such as citizen's hat. This involved asking customers to talk on behalf of their own children/young people today, then young people in the future i.e. taking a longer-term citizen point of view rather than just asking about their own perspectives.</p> <p>TRIANGULATION: In terms of the relative balance of stakeholder voices, this was addressed by our triangulation process. This identifies whether there are any groups we should pay particular attention to, e.g. experts or those customers who are disproportionately impacted. A Citizens Advice report suggested that the views of some vulnerable customers may be better represented by relevant stakeholder organisations (e.g. charities). Therefore, we also triangulated insight from our consumer research with key partners via our stakeholder engagement programme.</p>				