

# Our RIIO-GD3 five-year plan (2026-31) at a glance



## How our plan will create positive change

Every day, we bring energy to millions of homes and businesses in Scotland and southern England.

Our new business plan is the result of our biggest ever engagement programme with our customers and stakeholders.

It is the right plan to keep everyone safe and warm, providing resilience in a changing energy system while supporting jobs and growth for the future.

### 3 Industry leading customer service

High quality customer service provided by our dedicated, award-winning team, always aiming for **top spot** of the customer league tables.

### 4 Supporting your local economy

Ensuring a safe and resilient energy supply to businesses that support **seven million** jobs and contribute **£500bn** to the economy.

### 7 Giving people clean energy choices

The equivalent of **one million** homes supplied with green gas by helping biomethane producers access our network.

### 8 Backing remote communities

Helping remote communities in Scotland use locally produced, **sustainable biomethane** instead of liquified natural gas.

### 11 Creating a net zero future

Delivering **world-leading green gas projects** and carrying cleaner gases in the future to help homes and businesses contribute to net zero.

### 12 Prepared for all scenarios

**Protecting our customers** and our network from climate and cyber risks that could disrupt vital energy supplies.

### 1 A safe and reliable network

Replacing nearly **5,000km** of metal pipes with plastic pipes that are safer, reduce emissions and can transport green gases in the future.

### 2 Supplying energy in the coldest winters

When it turns cold we will be there, ensuring customers stay safe and warm **24/7** through the most severe winters.

### 5 Helping vulnerable households

Support for at least **650,000** vulnerable households to help them use gas safely, efficiently and affordably by partnering with community charities.

### 6 Secure and resilient supplies

Improving gas supplies to high rise buildings by replacing older pipes while developing options for how they can be **decarbonised** in the future.

### 9 Innovating to protect the environment

Making a **46%** reduction in our carbon footprint compared to 2019, the equivalent of taking **322,000** cars off the road, by using innovative technology to detect and repair leaks.

### 10 A highly-skilled, committed workforce

Creating **more jobs, training and apprenticeships**, upskilling our workforce and ensuring it always reflects the communities that we serve.

## Delivering value for money

To achieve all this, over the next five years we're planning to invest **£4.5bn**.

We are also committed to ensuring customers get value for money at a time when many are struggling with their household bills.

Our share of the average annual household energy bill will be around 9%.



To find out more, visit <https://www.sgn.co.uk/riio-gd3-business-plan>