



**Independent Stakeholder Group Meeting 12**

**June 2026**



## 1. Introduction

The National Gas Transmission Independent Stakeholder Group (ISG) was set up in November 2023. Every December a Report<sup>1</sup> is published to demonstrate the output of the group throughout the year. Since the start of 2025, a report has been published after each meeting to ensure ongoing transparency, in addition to the annual report.

Figure 1: ISG Members June 2026



## 1. Bacton Site Tour

The group held their June meeting at the Bacton Gas Terminal in Norfolk. Not all members were able to join in person but those that attended were given a site overview and tour by the Terminal Manager and colleagues.

Figure 2: ISG Bacton site visit June 2026



<sup>1</sup> <https://www.nationalgas.com/sites/default/files/documents/ISG%20Report%20December%202024.pdf>



## 2. T2 Close Out

### 2.1 Summary of Presentation

After the site tour, National Gas updated the group on the business results for 2025/26. A number of key points were highlighted, such as a Customer Satisfaction score of 9.0 out of 10, a world class safety record, and cost efficiencies made over the RIIO-T2 period of which a sum is provided back to consumers through the agreed mechanisms.

National Gas are in the process of reconciling their expenditures, baseline allowances and Price Control Deliverables against the 5-year plan. A Performance Report telling the story of how National Gas has performed financially and against its targets over the RIIO-T2 is being compiled and will be published in 2027 after consultation with Ofgem. National Gas is planning to submit a full detailed report to Ofgem ahead of the agreed timescales to allow Ofgem to carry out their evaluations in a timely manner.

### 2.2 ISG Feedback

The group acknowledged the proactive approach that National Gas is taking with regard to the RIIO-T2 close out reporting. They requested that they are kept up to date and provided with the report when it is available.

## 3. Investment Plan

### 3.1 Summary of Presentation

A high-level breakdown of the baseline allowance that allows National Gas to deliver the plan efficiently was reiterated to the group along with the principles that underpin how to deliver the plan. The business is developing its full 5-year plan and targets. This includes specific phasing of works and activities, which is the normal cycle following the adjustments made through the Ofgem regulatory assessment. The business has completed the transformation of its delivery organisation through its 'Building for Growth' programme and the first-year business plans have been sanctioned.

The group were refreshed on the commitments as detailed in the Business Plan which are structured around:

- Secure and resilient supplies
- Low-cost transition to net zero
- High quality service
- Long-term value for money

The commitments also include:

- Price Control Delivery
- Asset Health and Network Risk
- Cyber and Physical Security
- Environmental action



- Customer service
- Innovation
- Data

Going forward, a refreshed performance scorecard that provides a clear line of sight to the Commitments will be tabled at ISG meetings, with challenge and scrutiny invited on the year-to-date performance and how the targets are being measured.

### 3.2 ISG Feedback

The group raised the subject of Cyber security and how the ISG could support monitoring this aspect of the plan. The group were reassured that Ofgem, in its role as the Competent Authority, have a responsibility in ensuring that National Gas delivers in cyber security. National Gas has made a commitment to improve its profile on the National Cyber Security Framework and will keep the ISG updated on this subject. It was agreed that resilience against the network, of which cyber is a subset, would be presented on at a future meeting for discussion.

## Appendices

### ISG 2026 Framework

