

RIIO-T3

ET3 Atypical
Non-Load, Non-Lead Interventions EJP
Summary

Customer and Stakeholder Management Experience

Digitalization

Customer and Stakeholder Management Experience – investment summary

National Grid Electricity Transmission (NGET) is committed to enhancing its customer and stakeholder experience to support the UK's net zero targets. As the energy market evolves and becomes more complex, there is a growing need for improved interaction and data access. The proposed investment seeks to build on the foundational capabilities developed during the RIIO-T2 period, addressing the increased scale and complexity of operations anticipated during RIIO-T3.

Drivers for digital investment

The primary drivers for this digital investment are:

- End-to-End Management: Efficiently managing the increasing number of customer and stakeholder engagements.
- Changing Expectations: Responding to evolving expectations for real-time updates, transparency, and self-serve options.
- Information Provision: Enhancing information accessibility and availability to support the energy transition.

Options considered

Three main options were evaluated to identify a balanced, scalable solution that meets current and future needs while managing change effectively.

Preferred Solution

The preferred option involves:

- Customer Relationship Management (CRM): Continued development of CRM capabilities, optimizing processes, improving customer insights, and enhancing system integration.
- Stakeholder Relationship Management (SRM): Enhanced development to meet additional requirements, scaling up across the organization to manage queries and support embedded engagement.
- Experience Management (XM): Development of advanced visualization capabilities and improved communication channels to support informed decision-making and collaboration.

Timeline

The implementation timeline is intended to span from FY27 to FY31, with a structured delivery approach using the SAFe (Scaled Agile Framework) methodology. This ensures continuous review, refinement of requirements, and feedback gathering to maximise benefits throughout the RIIO-T3 period.

Conclusion

Investing in an integrated Customer Relationship Management (CRM), Stakeholder Relationship Management (SRM), and Experience Management (XM) capability aligns with NGET's strategic objectives and the UK Government's 2030 goals. It will enhance project execution, foster stronger relationships with stakeholders, and ensure the delivery of high-quality, efficient, and sustainable infrastructure.