

New Infrastructure Stakeholder Engagement Survey 2024-25

Stakeholder
Satisfaction

8.7/10



Our Commitment to Stakeholders

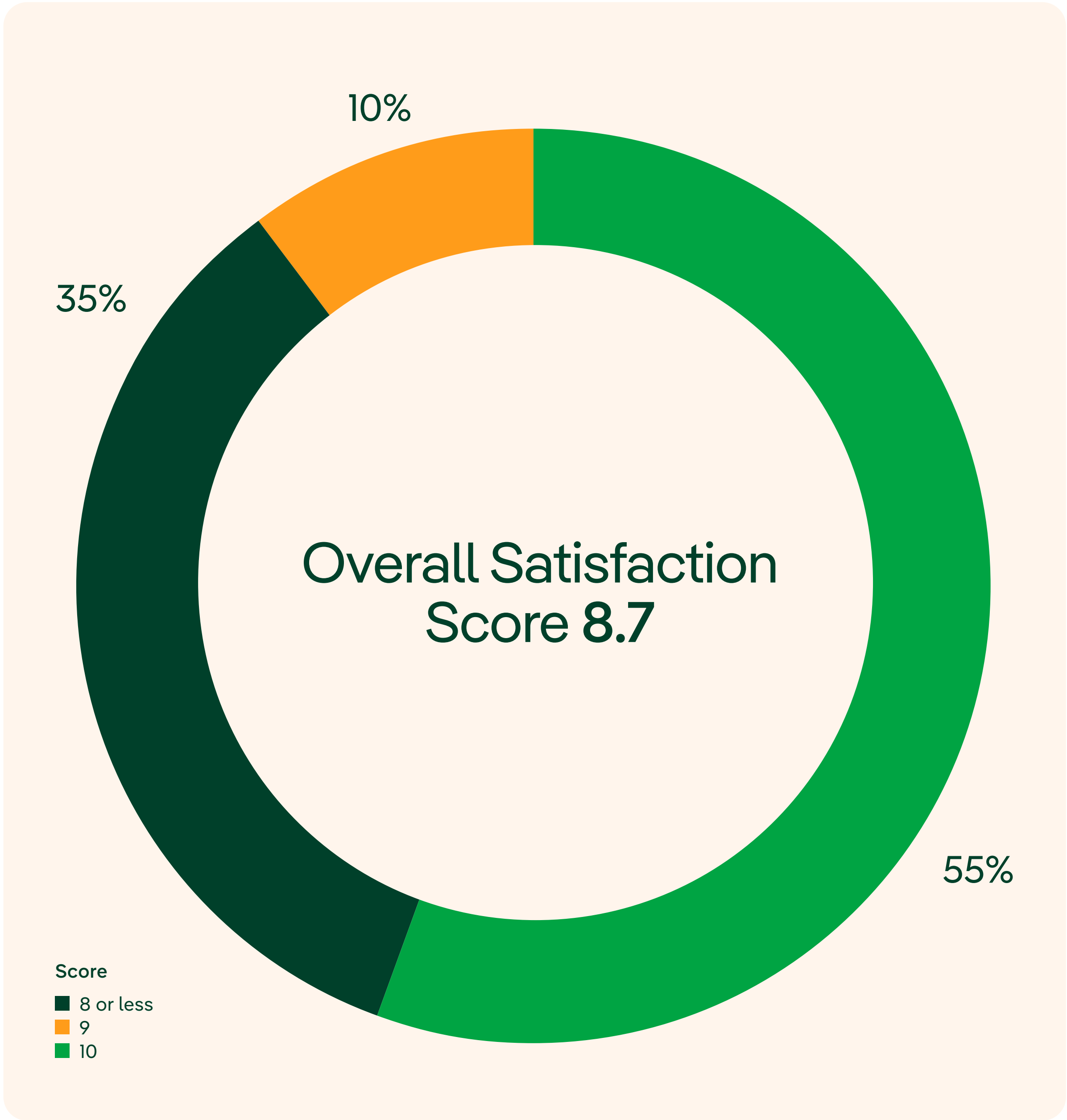
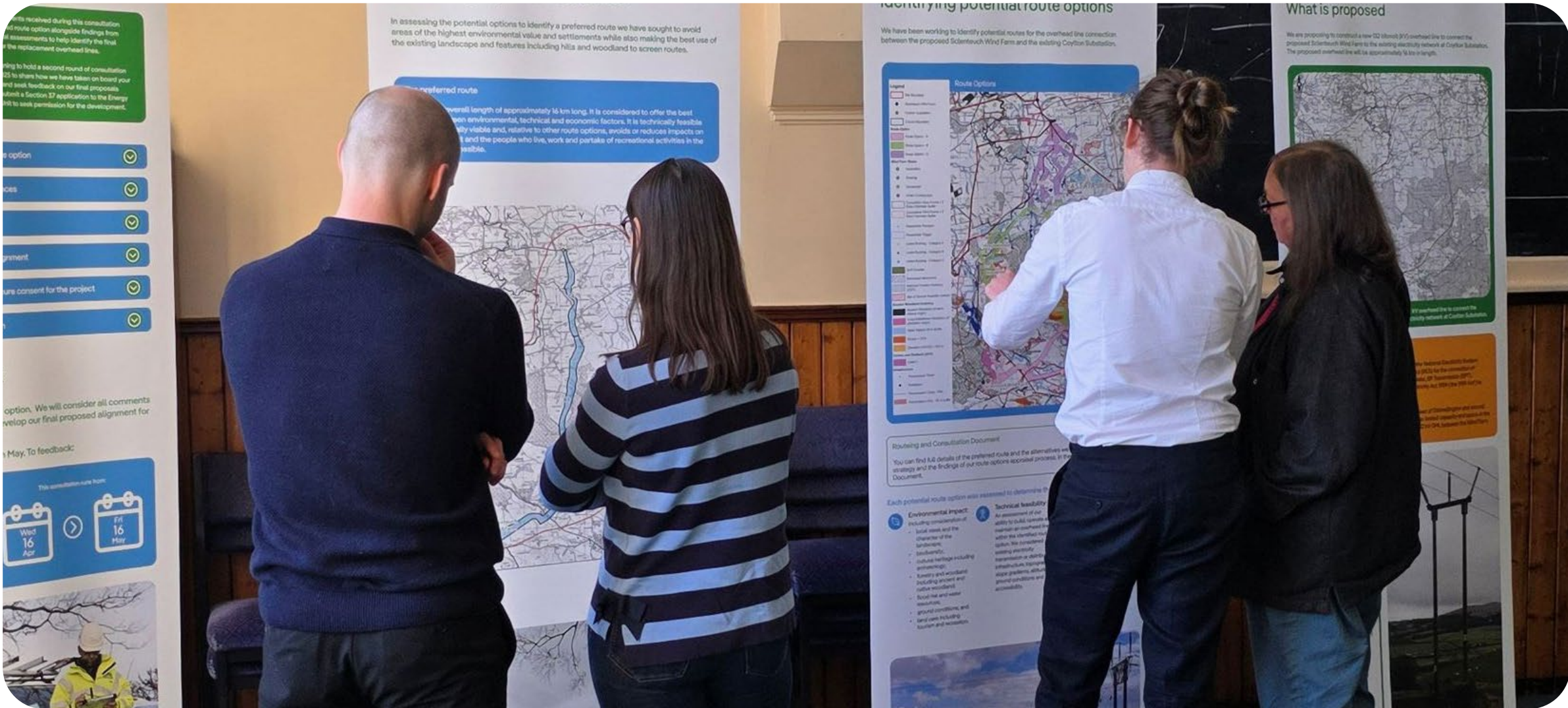
At SP Transmission, we understand that meaningful stakeholder engagement is fundamental to success.

To deliver a network that meets the needs of our stakeholders and communities, we actively listen, measure what matters to them, and respond to their feedback. By aligning our engagement with their priorities, we can shape a more responsive and sustainable future for our business.

Engagement in the RIIO-T2 Business Plan

Stakeholder engagement is a cornerstone of our RIIO-T2 Business Plan.

It ensures that individuals and communities affected by transmission projects have a voice in shaping outcomes. As part of our commitments, we regularly survey stakeholders—including local residents, landowners, and community groups—about their experience engaging with us. This collaborative approach is essential to building trust and successfully delivering new infrastructure.



2024-25 Stakeholder Survey: Key Insights

Now in its fourth year, our annual stakeholder survey—conducted by Taylor McKenzie Research & Marketing Ltd—provides valuable insights into stakeholder perceptions.

This year, we achieved an overall satisfaction score of 8.7 out of ten, reflecting strong performance and ongoing trust in our engagement practices.

- 65% of stakeholders rated their engagement experience as 9 or 10 out of ten.
- The highest satisfaction scores came from ‘Broad Interest’ and ‘Landowner’ groups, both averaging 10 out of ten.
- The ‘Impact on the Community’ group reported the lowest average score at 8.3, highlighting opportunities for improvement.
- With a strong score of 8.7 out of ten overall satisfaction remains high, showing only a slight shift from last year’s score of 9.1.

What Stakeholders Told Us

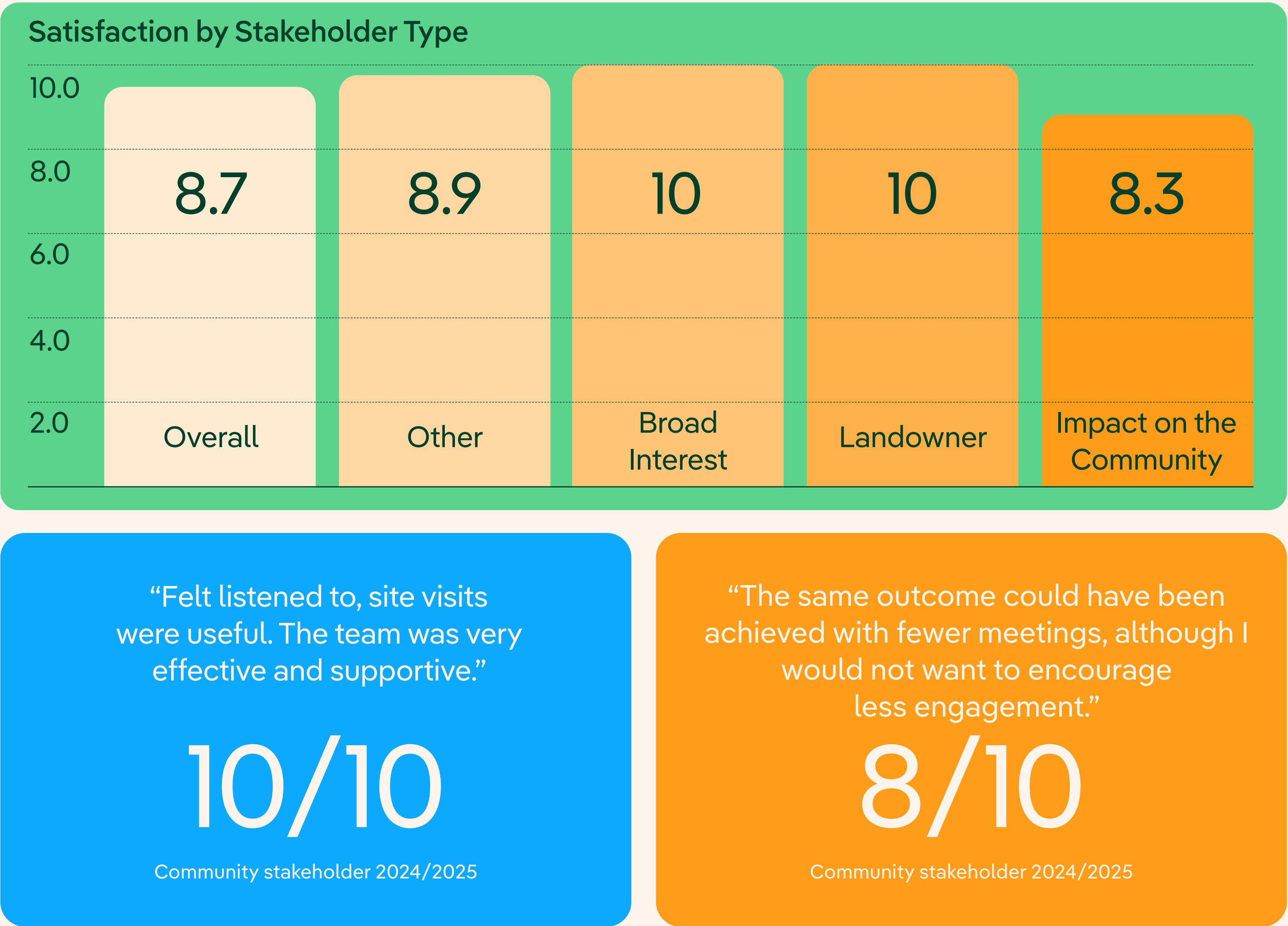
Positive Feedback:

- “Felt listened to, site visits were useful. The team was very effective and supportive.” – 10/10
- “Knowledgeable, personable and professional contacts.” – 10/10
- “Highly professional staff. Good understanding of the Planning System and the issues that require to be addressed in applications. High quality consultation documents.” – 10/10

Areas for Improvement:

- “The same outcome could have been achieved with fewer meetings, although I would not want to encourage less engagement.” – 8/10
- “Some questions were not answered, but the team was generally helpful and happy to engage.” – 8/10
- “We could have more pre-application consultation on projects.” – 7/10

These responses underscore the importance of clearer communication, timely updates, and streamlined engagement processes.



Digital Engagement and Website Use

We continue to enhance our digital engagement through platforms like the [SP Energy Networks website](#). This year:

- 41% of stakeholders accessed the website for transmission-related information.
- Only one respondent reported difficulty finding the information they needed—an encouraging sign of the site’s usability.

Stakeholders suggested adding:

- Success stories and performance updates.
- Local and national project updates.
- Transmission route maps, environmental impact assessments, and links to planning applications.

£2 billion

of investment being delivered during the RIIO-T2 period

Looking Ahead: Areas of Focus

Based on this year’s feedback, we are prioritising the following improvements:

- Enhancing communication channels to ensure stakeholder concerns are addressed promptly.
- Explore ways to leverage online community engagement and interactive content.
- Enriching website content with regular updates, project milestones, and environmental data.

Strategic Outlook

As we transition toward Net Zero, the rapid expansion of the electricity transmission network makes proactive stakeholder engagement more important than ever. With over £2 billion of investment being delivered during the [RIIO-T2](#) period and the [RIIO-T3 Business Plan](#) being finalised, our relationships with stakeholders are critical to our success.

Our commitment to stakeholder engagement is ongoing, and the high satisfaction score reflects our successful engagement practices. However, the slight decrease in satisfaction presents an opportunity to refine our approach and further enhance stakeholder relations. We are reviewing all survey insights across the business to refine our Community Engagement Strategy and ensure we continue to meet — and exceed — stakeholder expectations.



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