

New Infrastructure Stakeholder Engagement Survey 2025-26

Stakeholder
Satisfaction

8.4



Our Commitment to Stakeholders

At SP Transmission, stakeholder engagement is fundamental to how we plan, develop, and deliver our network. We work proactively with stakeholders and local communities to understand their priorities, gather insight at the earliest opportunity, and use this feedback to inform our decisions.

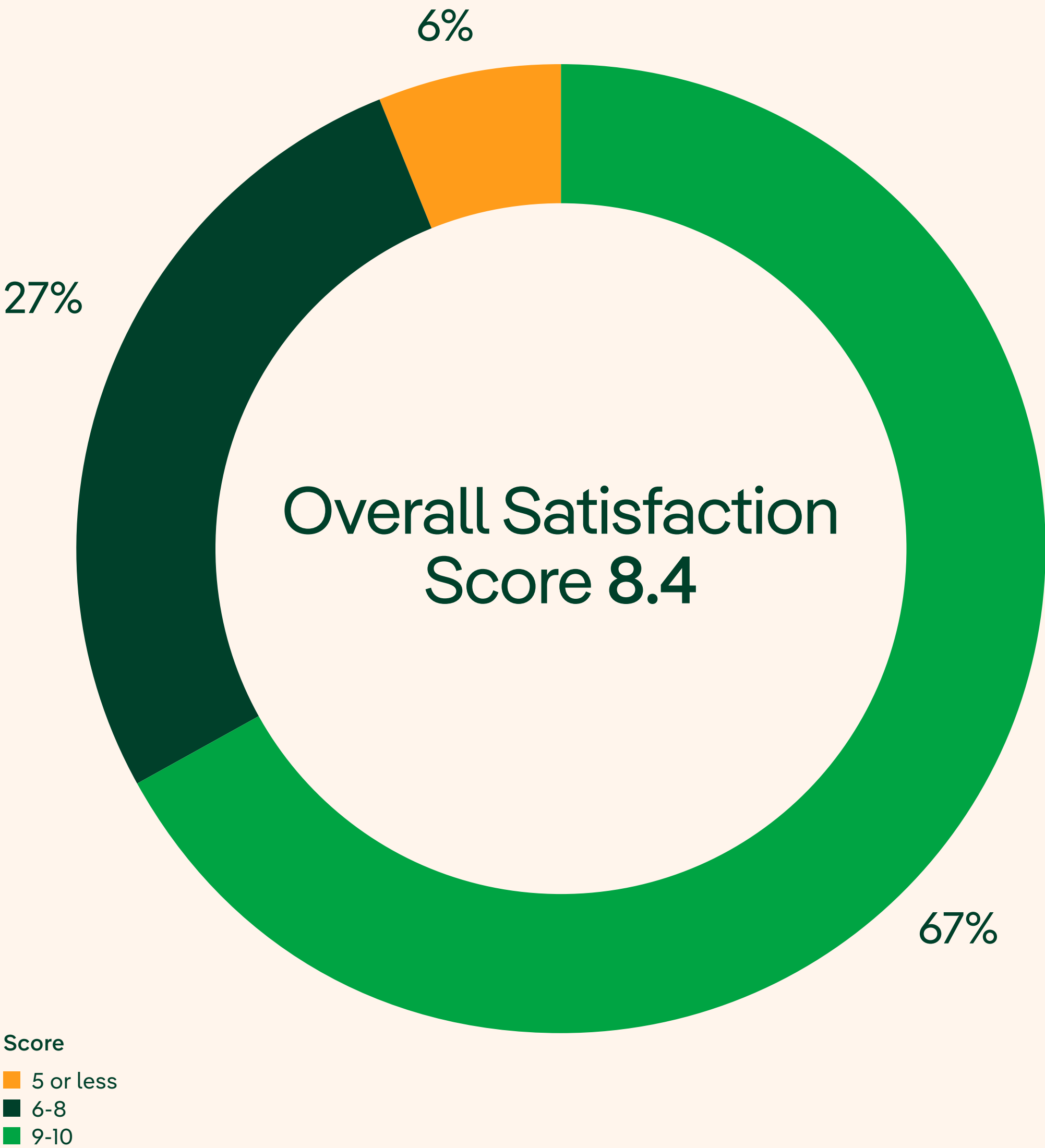
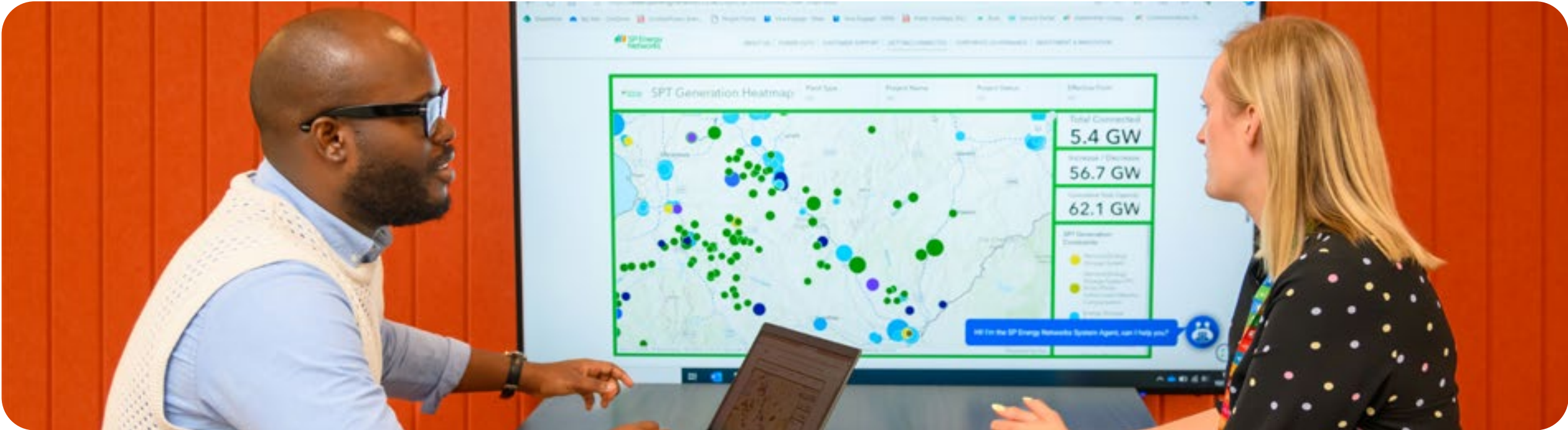
This approach directly supports the ambitions of RIIO-T3; to enhance the transmission network so it is ready for future customers, increasing demand, and the transition to Net Zero – while delivering benefits for consumers and wider society. By embedding stakeholder insight early in the planning process, we build trust, improve project outcomes, and deliver a transmission system that is resilient, responsive, and sustainable.

Stakeholder Engagement in RIIO-T2 and Transition to RIIO-T3

Stakeholder engagement was a cornerstone of our RIIO-T2 Business Plan and continues to be central to our approach for RIIO-T3. It ensures that individuals and communities affected by transmission infrastructure have a meaningful opportunity to shape outcomes.

We gather feedback from a wide range of stakeholders – including local residents, landowners, community groups, and statutory consultees – to continuously refine our engagement approach. These insights help ensure that stakeholder priorities are embedded within long term network planning, investment decisions, and delivery strategies.

As we move into RIIO T3, we are building on this solid foundation to deliver more consistent, transparent, and locally responsive engagement.



2025-26 Stakeholder Survey: Key Insights

Now in its fifth year, our independent annual stakeholder survey – conducted by Taylor McKenzie Research & Marketing Ltd – provides robust evidence of stakeholder perceptions and priorities.

The findings directly inform the evolution of our engagement framework and support the development of our RIIO-T3 proposals.

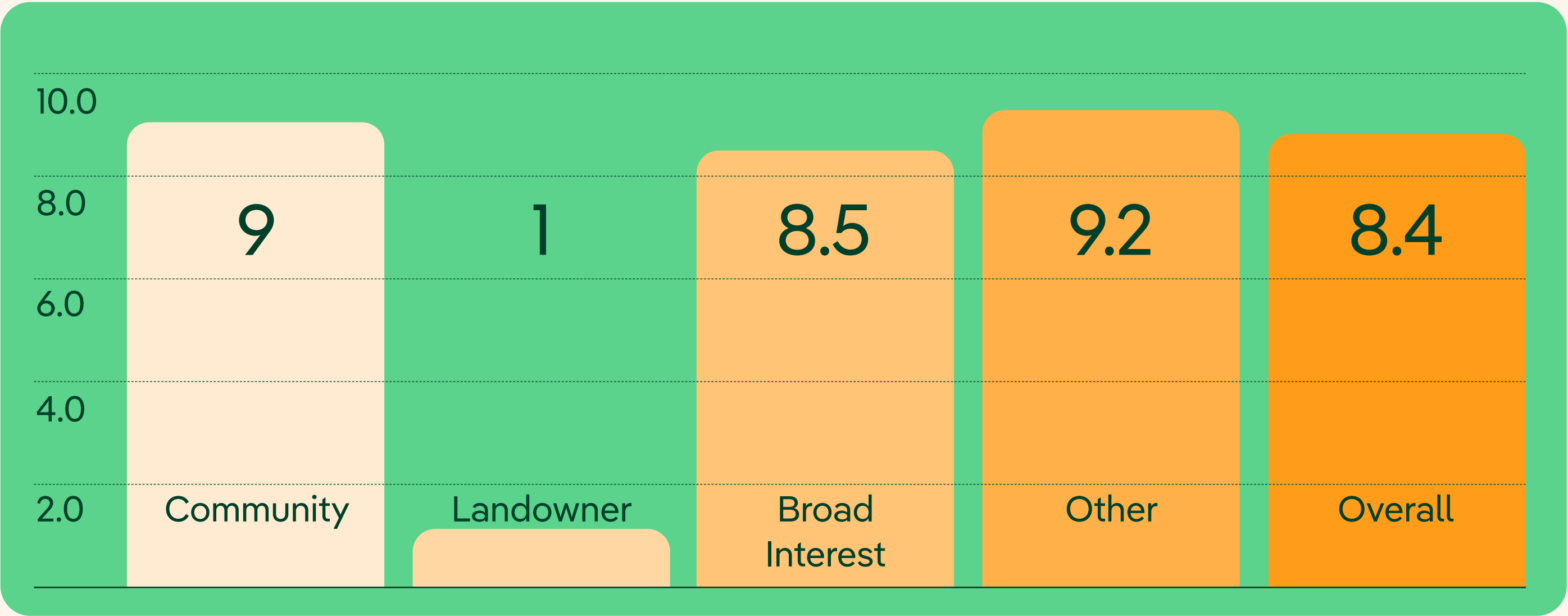
In 2025/26, we achieved an overall stakeholder satisfaction score of 8.4 out of 10. Although marginally down from 8.7 the previous year, the result continues to reflect high levels of stakeholder approval and confidence in our engagement approach.



Key findings include:

- 67% of stakeholders rated their experience at 9 or 10 out of ten, indicating consistently high satisfaction.
- The highest average score (9.2) was recorded within the “Other” stakeholder category, reflecting particularly positive engagement experiences among this group.
- Landowner satisfaction recorded a significantly lower score (1.0), based on a single response. While not representative, this highlights the importance of strengthening one-to-one engagement and post project support as activity increases.

While overall satisfaction remains high, the findings identify clear opportunities to enhance consistency and tailor engagement as the scale and pace of RIIO-T3 delivery increases.



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What Stakeholders Told Us

Key Strengths

Stakeholders highlighted several areas where our engagement approach is performing strongly:

Clear and timely communication – Stakeholders value prompt responses, clear objectives for engagement, and the provision of relevant information in advance.

Positive relationship building – Our teams are recognised as approachable, supportive, and collaborative, helping to build trust with communities and stakeholders.

Effective community and youth engagement – Interactive approaches, particularly those involving young people, were seen as highly effective in encouraging participation.

Professional and structured delivery – Local authorities and statutory consultees reported that engagement requirements were met efficiently and to a high standard.

Problem solving approach – Stakeholders appreciate our willingness to listen and respond with practical, purposeful actions.

Stakeholder Feedback

“Very friendly, approachable and went out their way to meet with us and open engagement.”

“The Community Liaison Officer spoke well to the young people and by getting them involved in an activity he encouraged positive engagement.”

“When engaging with me, they are clear about the purpose of the meeting, and they ensure that relevant information is sent to me in advance. This ensures the meeting we have is focused.”

“Their communication was fast; we were able to support each other with everything needed.”



Areas for Improvement

While feedback was positive, stakeholders identified opportunities to strengthen our approach:

Consistency across teams – Some respondents noted delays or lack of follow through on specific actions.

Frequency of communication – Community councils, in particular, requested more regular updates.

Clarity and accessibility of information – Some materials and sessions were perceived as overly complex and would benefit from better tailoring to audience needs.

Aftercare and issue resolution – Feedback highlighted the need for stronger post-project support and more effective resolution of concerns, particularly for directly impacted stakeholders such as landowners.

Stakeholder Feedback

“My landowner engagement has been excellent. The social and community engagement has also been good, but I think there is more opportunity to support the school and local community groups.”

“Some of the engagement with S2 pupils was above their heads.”

“Provide more updates.”

“Community liaison officer was great and helpful, but the rest of the team could have fulfilled the task.”



Digital Engagement and Website Use

We continue to enhance our digital engagement channels to improve accessibility, transparency, and inclusivity, in line with RIIO-T2 objectives.

Key findings

- 60% of stakeholders accessed the SP Energy Networks website for transmission related information.
- 67% of those users found the information they were looking for.

These results demonstrate good reach but also highlight an opportunity to improve usability and content clarity. Stakeholders identified several areas for enhancement:

- Frequent updates on local project activity and impacts.
- Clear communication of project outcomes.
- Improved visibility of career opportunities.

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Looking Ahead: Our Areas of Focus

While overall feedback remains strong, our priority for RIIO-T3 is to move from high general satisfaction to consistently excellent, tailored engagement across all stakeholder groups.

In response to stakeholder feedback, we will focus on:

- Improving consistency – Ensuring clear accountability and follow through across all teams.
- Enhancing communication frequency and transparency – Providing more regular, structured updates, particularly for local communities.
- Simplifying and tailoring engagement – Delivering clearer, more accessible information aligned to stakeholder needs.
- Strengthening one-to-one engagement – Increasing support for directly impacted stakeholders, particularly landowners.
- Improving aftercare and resolution processes – Ensuring concerns are addressed promptly and effectively.

These actions will strengthen stakeholder confidence and support the successful delivery of RIIO-T3 infrastructure.



Strategic Outlook

As we progress towards Net Zero and the UK’s Clean Power 2030 ambition, the scale and pace of transmission network expansion will increase significantly.

In this context, proactive, transparent, and effective stakeholder engagement is essential.

Having delivered over £2 billion of investment during RIIO-T2, and with up to £12 billion planned for RIIO-T3, maintaining strong and trusted stakeholder relationships will be critical to delivering infrastructure in a timely, cost-effective, and socially responsible manner.

Our stakeholder satisfaction score of 8.4 provides a solid foundation. However, the slight reduction from 8.7 in 2024/25 highlights the importance of continued focus on improvement.

As delivery accelerates under RIIO-T3, we will build on our strengths while addressing identified gaps – ensuring our engagement approach remains responsive, inclusive, and aligned with the needs of the communities we serve.



“Willingness to listen and offer solutions.”

10/10

Community Stakeholder 2025/2026

“Some of the engagement with S2 pupils was above their heads.”

7/10

Community Stakeholder 2025/2026

