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## **Wales & West Utilities (WWU) response to consultation on the enduring regulatory framework for NESO**

Thank you for the opportunity to respond to this consultation. WWU is a gas transporter and a regional gas distribution network ("GDN"), serving 2.6 million supply points in Wales and south-west England.

We are only responding to the questions on stakeholder mechanisms.

4 Do you agree with our proposal for a new NESO stakeholder challenge panel?

Yes.

5 Do you agree with our changes suggested to within-scheme stakeholder feedback?

The NESO-run stakeholder survey needs to have carefully worded questions as it is quite easy to ask questions in a way that lead the responders to a final response that they may not make had the questions been phrased differently. There should at least be some open questions. We realise that these are more difficult to analyse; however closed questions do not allow detailed feedback.

In terms of making sure that survey questions are not leading, we suggest that NESO either work with a research consultancy in drafting up the questions or have their questions reviewed by a research consultancy to be assessed as suitable for gaining insight without leading participants to specific responses.

**Wales & West Utilities Limited**

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6 Do you have any suggestions for new and additional mechanisms or licence obligations that could improve NESO's accountability to stakeholders?

We suggest that stakeholder engagement should have separate mechanisms for system planner and system operator activities. NESO's role for gas in its widest meaning, only relates to system planning and we will only want to feedback on this aspect of NESO's work. We accept that on the electricity side there may be interaction between system planning and system operation; however, our view is that to make engagement easier for stakeholders, there is merit in considering largely separate processes.

We also assume the Regional Energy Strategic Plan arrangements for stakeholder engagement will be developed separately and integrated into the enduring arrangements. The enduring arrangements need to make provision for RESP related engagement.

Yours sincerely



Richard Pomroy  
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Wales & West Utilities