



SGN
Your gas. Our network.

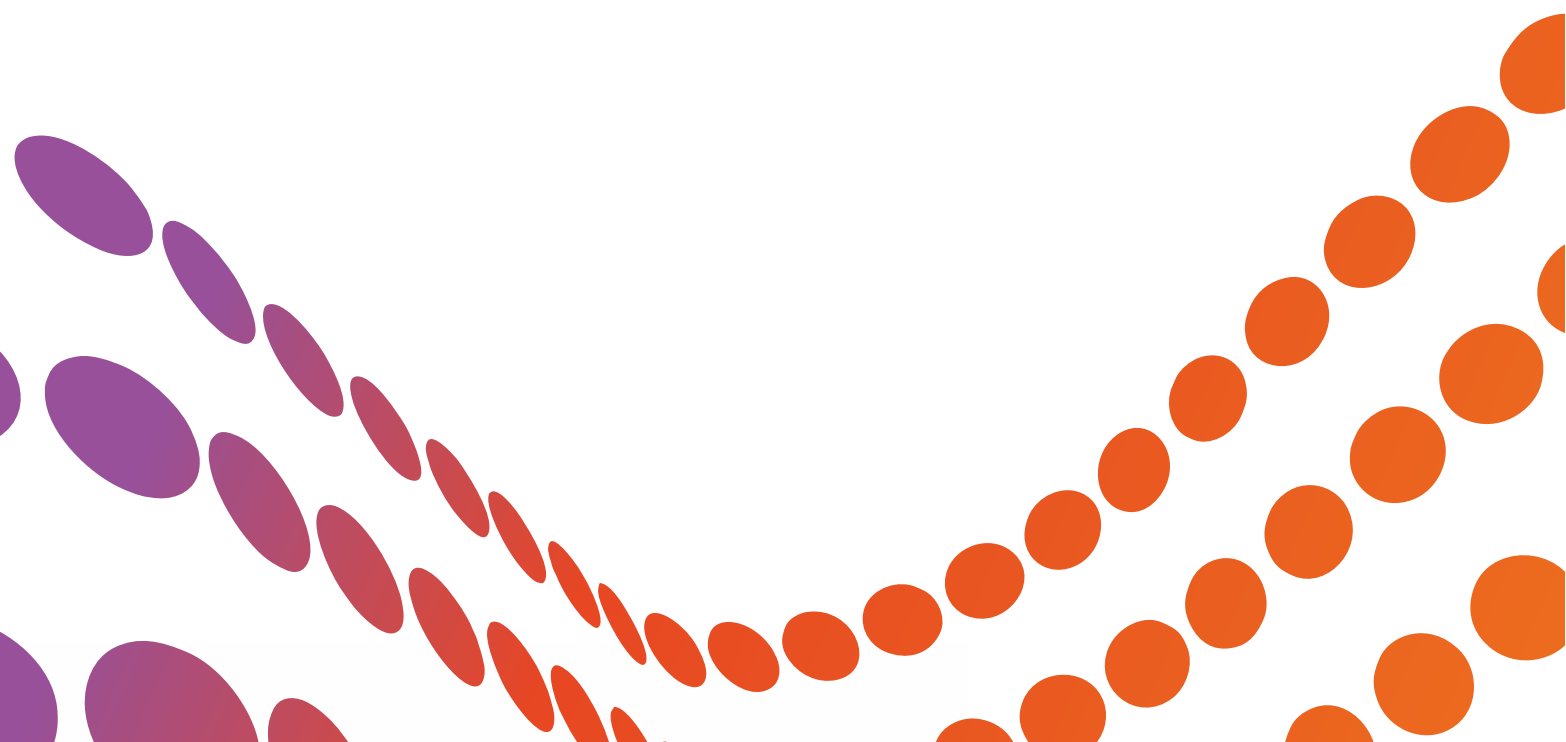


RIO-GD1

Stakeholder Report 2018/19

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Welcome from CEO



Welcome to our stakeholder report for the period 2018/19, detailing our performance and engagement activities during the year.

We've worked hard to ensure all our services meet the needs of our customers and stakeholders alike and every conversation we have, whether it be in person or digitally, gives us the valuable insight into what really matters to them.

For example, they tell us to improve our planning and to work more collaboratively with other utilities and councils and, I'm pleased to report, one of the most significant outcomes for our stakeholders this year has been to reduce the impact of our gas mains pipe replacement projects on local communities. We also asked our stakeholders to help us respond better to the needs of our vulnerable customers and here, through the creation of panels and stakeholder workshops, we've created our new scaled-up approach to providing valuable support for our vulnerable customers.

We've enhanced our overall engagement in two ways this year. Firstly by increasing the volume of engagement we've carried out, but also by increasing the depth of engagement to truly understand what's important to our stakeholders and customers. Here we've used a wide range of research techniques to achieve this. Having gained a deeper understanding of what our stakeholders' priorities were, we also wanted to make sure we could measure the value we were delivering for customers, to match those priorities.

We're determined to continue delivering the exceptional performance and outputs which we've achieved this year and further engage with our stakeholders and customers, bringing them into the heart of shaping the framework for RIIO-GD2.

This means meeting our three commitments and our customers' seven priorities head-on by continuing among other things, to deliver value for money to customers while working hard to provide a sustainable heat option which will fit into a decarbonised future.



John Morea

Chief Executive Officer



How we've performed

Our 2018/19 highlights at a glance:



98% of gas escapes attended within one hour

£5.7bn
Regulated
Asset Value

£1.2bn
turnover

10



awards
and now
accredited by the
British Standards
Institute in line
with Vulnerability
Standard
S 18477: 2010

£443m
of gross regulated
network investment



Key highlights

During RIIO-GD1
we've invested

£2.3bn

in our
networks



We've delivered all our
safety and reliability
outputs in the
first

six

years of
RIIO-GD1

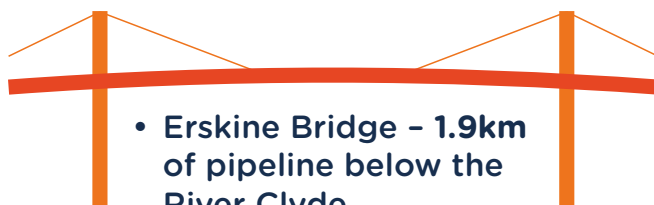


We've
exceeded
the full RIIO-GD1 risk
removed targets in
both networks



We've exceeded the
full RIIO-GD1 target
for fuel poor
connections in
Scotland network

Major construction
projects in 2018/19



- Erskine Bridge - 1.9km
of pipeline below the
River Clyde

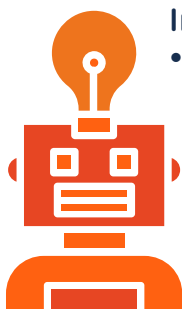


Our Scotland network is
the **number one** network
for customer satisfaction
for the third year running

- HS2 project - diversion of
4.5km of **600mm** diameter
steel gas pipeline and the
rebuild of a high-pressure
reduction station



We continue to lead on
innovation and
creativity



Improving our service

- Live main insertion
techniques have
increased by an
average of **48%**
since the start of
RIIO-GDI, reducing
number of customer
interruptions



We've exceeded the
full RIIO-GD1 target
for leakage in both
our networks

Helping those most vulnerable

- Since the start of RIIO-GD1 we've connected

19,078 fuel poor customers
in Scotland, and

7,016 in our southern
network



Customer complaints

- Reduction of

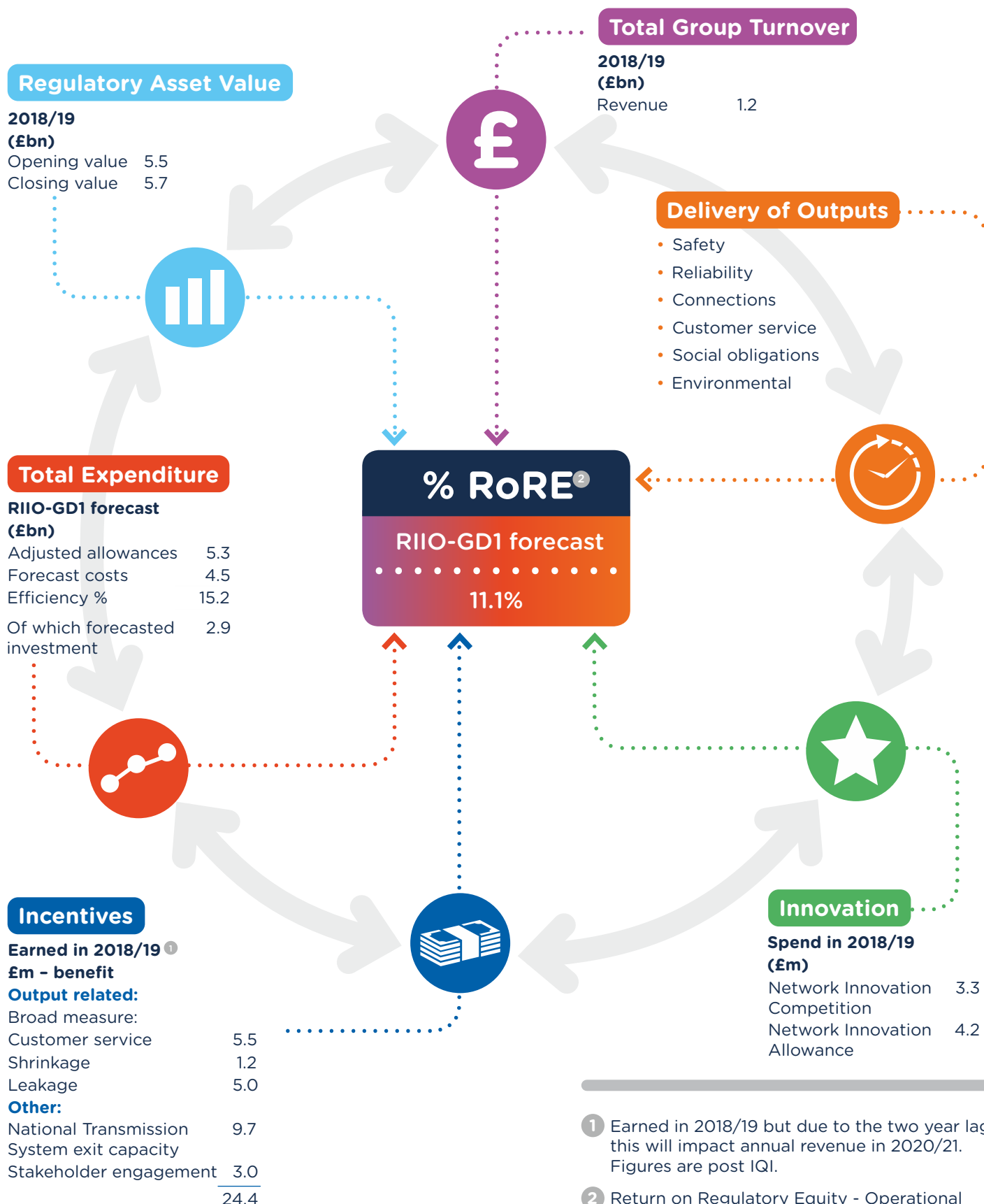
32%

in the year





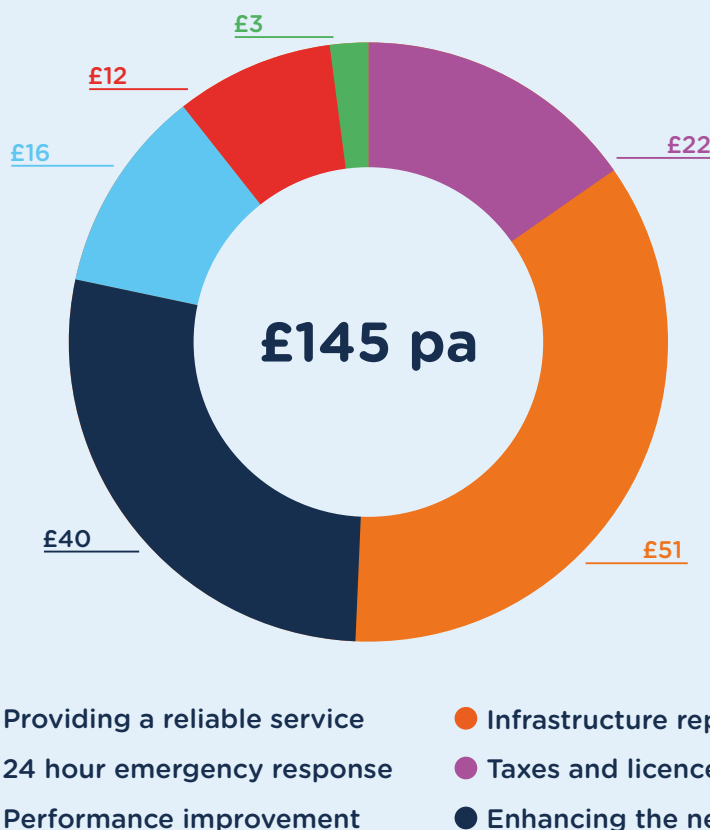
Our performance





Customer impact

The sixth year of RIIO-GD1 provides improved visibility of the expected impact on customer prices over the remainder of the RIIO-GD1 price control period.



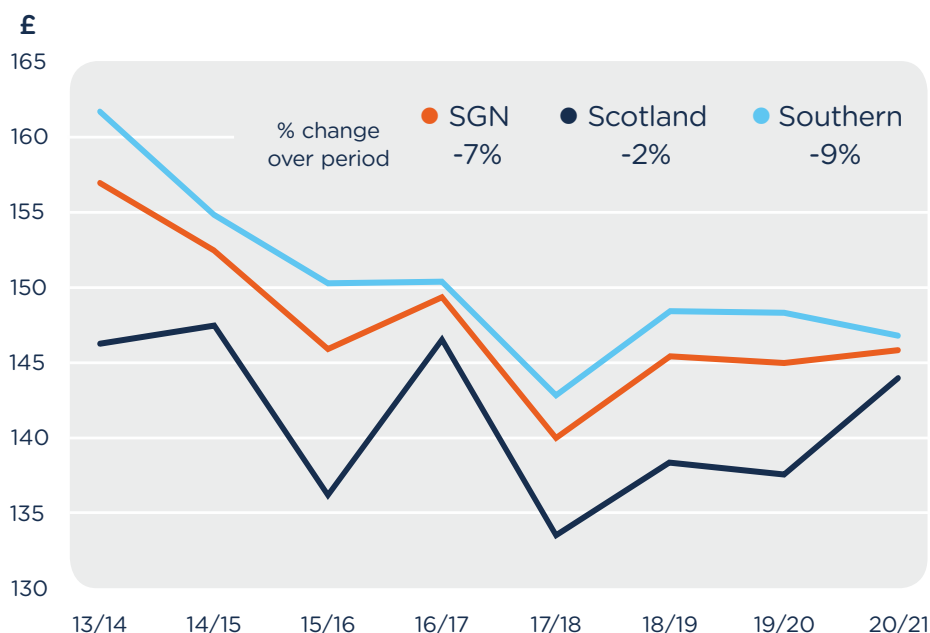
This year's domestic customer bill for SGN is **£145**, which compares to last year's figure of **£136**. The main attributing factor in this movement is inflation (**£5**).

Research has told us keeping costs down is the priority our customers would most like us to focus on. We listened carefully to the concerns raised by stakeholders about fair value for customers and in November 2017, we made a voluntary contribution of **£145m** (in 2016/17 prices), to customers in response to those concerns.

Breakdown of costs

Key highlights

- We own, maintain and repair **74,000km** of gas network
- We ensure the safety of the public through providing a **24/7** emergency response service
- Through continued investment we ensure the network is ready for the future



What it means:

In real terms we forecast a **7%** real reduction to our customers through the price control period at an SGN level (**2%** reduction in Scotland and **9%** reduction in our Southern network). We were forecasting this reduction to be **8%** in 2017/18. This movement was mainly due to timing differences in the collection of our revenue.

The overall **7%** reduction to customers is driven in part by the sharing of outperformance achieved during RIIO-GD1. Our ongoing drive to use innovative techniques underpinning outperformance, such as the Robotics NIC project, and our continued focus on efficient costs reductions will assist in reducing customer prices over the full **eight year** period.

The customer bill impacts are presented in real terms and include the impact of tax changes during GD1.



Providing excellent service

Our overall performance in customer satisfaction remains strong achieving the number one network position for customer satisfaction for the third year running. Our average customer service score across all categories for Scotland was **9.24** and **8.98** for Southern.

We always seek to provide customers with the highest level of service in all areas by continually improving and innovating.

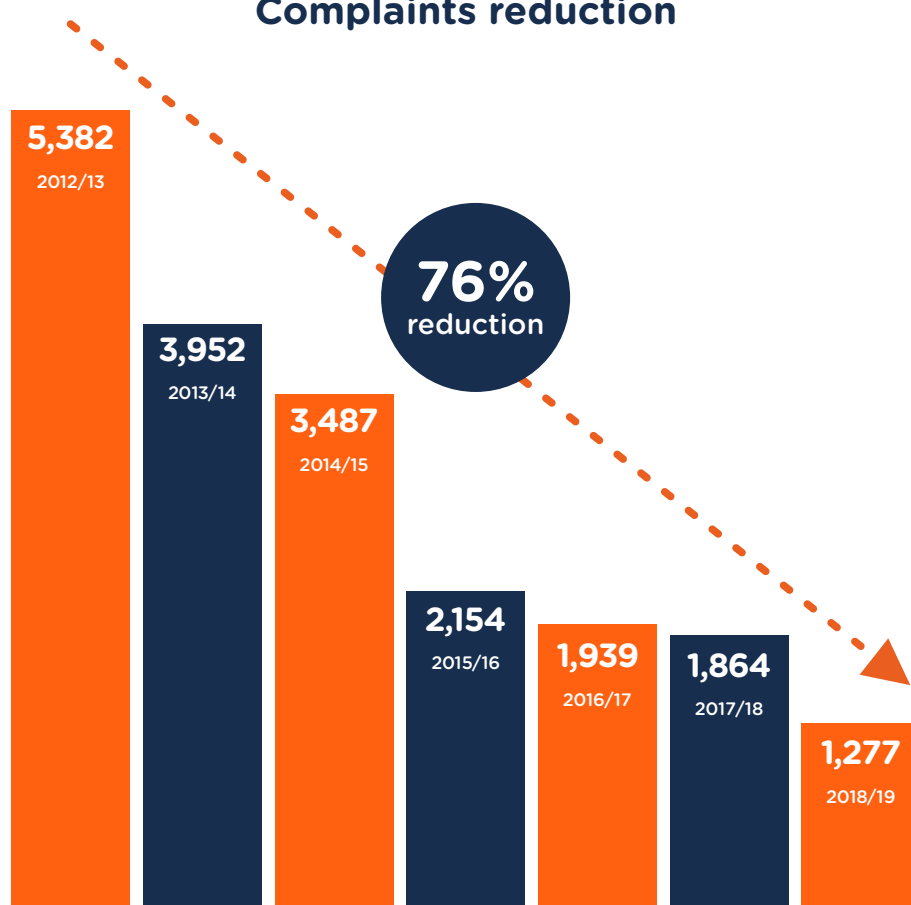
SCORES OUT OF 10	SCOTLAND		SOUTHERN		BASE
	2017/18	2018/19	2017/18	2018/19	Target
Emergency work	9.48	9.49	9.34	9.40	8.80
Planned work	8.96	8.95	8.70	8.78	8.10
Connections work	9.36	9.27	8.89	8.77	8.00
Average	9.27	9.24	8.98	8.98	8.30

Complaints reduction

What it means:

Customer engagement allows us to listen to and understand what our customers want and which of our services they value the most. More interaction through social media has allowed us to become smarter in how we engage with our customers, but other and sometimes more traditional methods of engagement are equally important.

During the year we have refocused our efforts on making sure our services reflect the needs of our customers in what is an ever-changing world. Our customer experience transformation programme continues to deliver a great experience for our customers.





Decommissioned
929.4km
of iron mains and
82,940

Service replacements
of which **30,821**
are **service transfers**

Delivered
173%
of our target on RIIO-GD1 iron mains risk reduction in Scotland

123%
of our RIIO-GD1 iron mains risk reduction target in Southern



Safety

Making our network safer and responding to emergencies quickly



One-hour response
(target 97%)

Achieved **98.7%** in Southern
Achieved **98.7%** in Scotland

Two-hour response
(target 97%)

Achieved **99.4%** in Southern
Achieved **99.5%** in Scotland

Lost-time injury
rate **0.12** per 100,000 hours

Keep
ene
affor

Customer bill impact

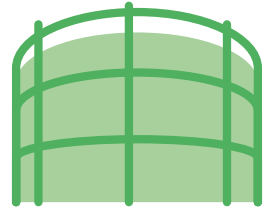
2013/14
£157

22% reduction
in leakage emissions during GD1



This represents
102%
exceeding our overall target.

On track to deliver eight-year target of removing
55
gasholders across our networks



Environmental

Reducing the impact we have on our world



Supporting our communities

Tackling fuel poverty and increasing awareness of carbon monoxide dangers



26,094
Help to Heat connections

made to date against our eight-year target of
27,506



Reliability

Keeping the gas flowing under even the harshest conditions

ONLY
0.27%

of our customers experienced an

unplanned interruption



ping
ergy
dable

7%

2020/21
£146



Connections

Making it easy for households to switch to gas



Connections customers can apply online **24 hours** a day, **365 days** a year

We've made
22,072
connections in the last year



Customer service

Keeping our customers satisfied and our stakeholders engaged

No penalty

for Ofgem's penalty score on customer complaints



Maintaining strong performance

in our **customer satisfaction scores** and **stakeholder engagement scores**

Southern

8.78

Planned

9.40

Emergency

8.77

Connections

Scotland

8.95

Planned

9.49

Emergency

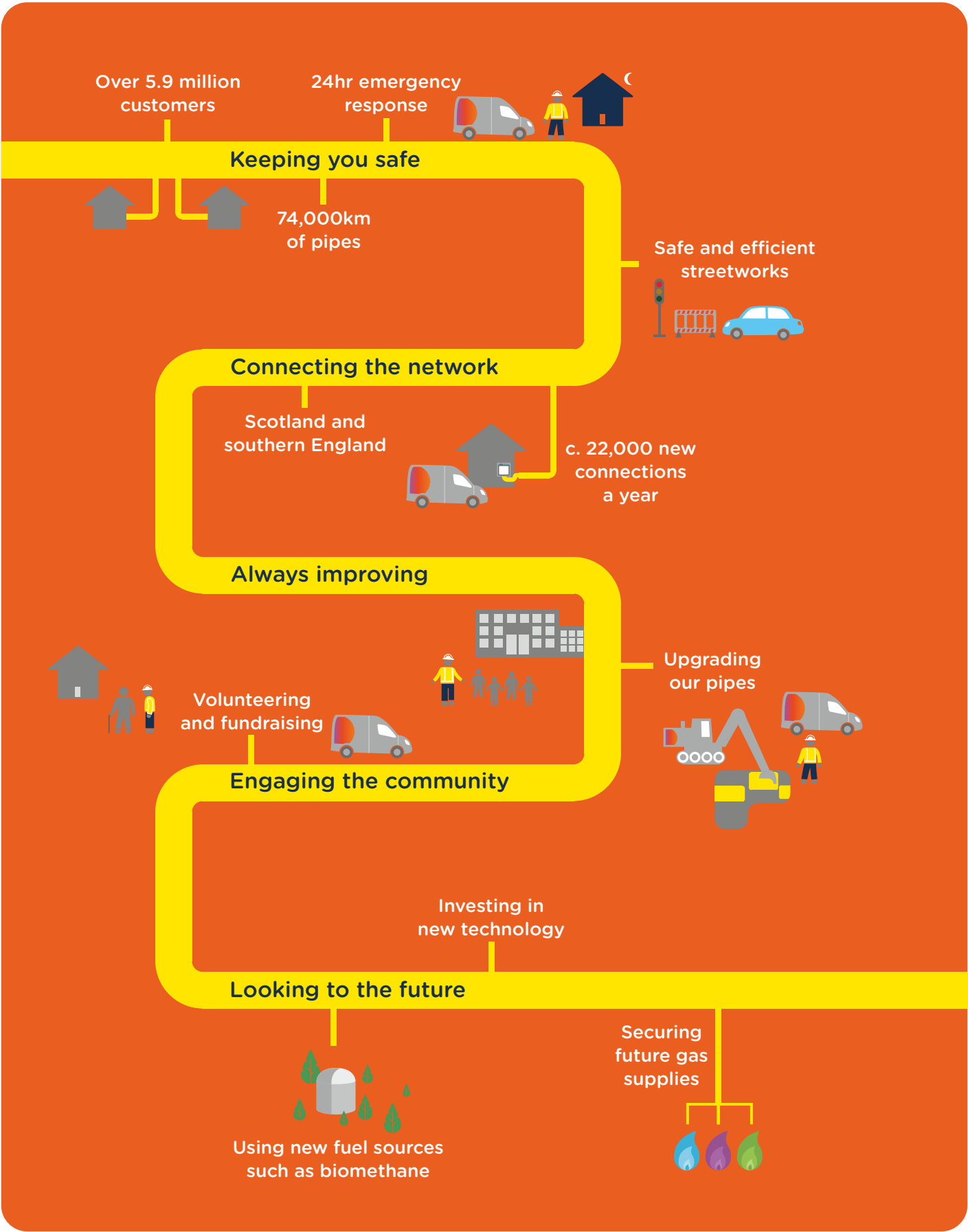
9.27

Connections



Keeping the gas flowing

Dedicated to keeping our customers safe and warm by leading the way in energy delivery.





Protecting the vulnerable

We increased the total number of vulnerable customers supported with partnership services by 79%.

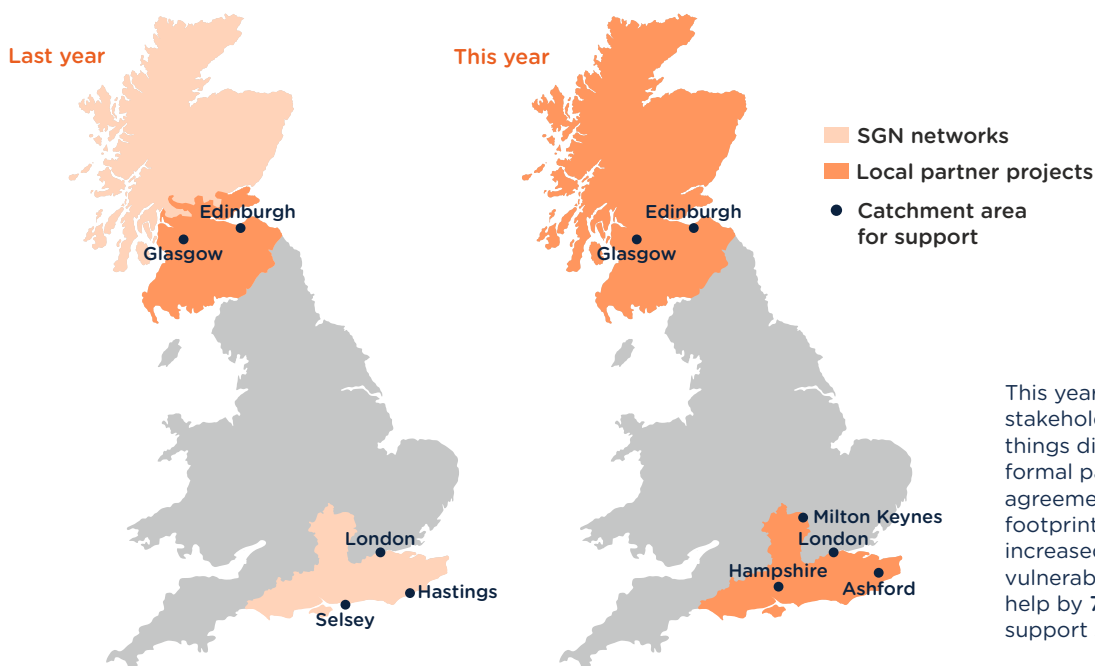




Partners, people and performance

This year, we've really scaled-up our successful initiatives to deliver a bigger impact for vulnerable customers.

Last year, we had some initiatives in place to help vulnerable customers with energy advice, some ECO measures and drop-in centres, and we had piloted a new scheme for customers vulnerable to being left in a cold home when we disconnected their appliance on safety grounds. The impact of our support however was limited by the postcode areas our partners operated in.



Stakeholders said:

“Join up efforts to deliver better outcomes”

This year, taking the advice of our stakeholders, we've approached things differently and by setting up formal partnerships and service agreements to cover our whole footprint (see map left) we've increased the total number of vulnerable customers we're able to help by **79%** by offering additional support services.

Extra support for those who need it most

We provide the following additional services free of charge in collaboration with partners such as energy experts, fire and rescue services and other utility companies.

Priority Services Register (PSR)

The register helps us identify customers who need priority support in a gas emergency. It also lets energy companies like us, including suppliers, tailor our day-to-day services to individual needs to make sure we're helping them stay safe, warm and well-informed all year round.

Energy advice

Our expert partners offer confidential, independent advice about home energy efficiency, help with switching to better tariffs and support with clearing energy bill debt.

Winter voucher scheme

If a vulnerable home owner has a gas emergency in their home during the winter months and it's not safe for us to turn the gas

back on, we can provide a **£200** voucher towards the cost of repairs by a Gas Safe registered engineer on internal pipework or their appliance if they need help with this unexpected cost.

Safe and well visits

The local fire and rescue service will visit vulnerable customers at home and carry out a safety check to make sure they are safe, supported and able to remain independent in their own home.

Locking cooker valve

Our simple, safety device can keep people with, for example, dementia or autism, gas safe in their own home. The valve stops gas cookers being turned on or left on unintentionally.

Stakeholders said:

“Make the most of every engineer's visit”

Extending and embedding our referral network

We created a referral partnership app available to all our people. The app Provides simple automated process designed around the needs of our frontline engineers. With the customer's permission, our engineers select the appropriate services and details are sent to the relevant partner for that area who then respond within agreed service levels. We made **172** referrals between November 2018 and March 2019 from **16** of our depots.

“I wondered if the lady got any help with the cost of having her boiler looked at, and then to have an e-mail saying the repair was successful was very humbling and gave me a great sense of achievement.”

Jamie Vaughan, Frontline engineer, Sussex depot



Reducing our impact on local communities

Our most important outcome this year has been to reduce the impact of our pipe replacement projects on local communities affecting hundreds of thousands of people.

We've fully adopted and embedded our tailored approach to stakeholder engagement across all our replacement and major engineering works. We work with local communities to identify stakeholders, partners and the best communication routes to reach residents, businesses and commuters. Working with stakeholders in this way, we often identify ways we can improve our project plans to reduce any negative impacts.

This is evidenced by a **45%** reduction in complaints on planned work achieved this year. This is in addition to our networks already being in the top three for lowest complaints among all the gas distribution networks.

45% less complaints



581



More people took the time to write and say 'thank you' than the number who contacted us to complain.

Case Study: Peckham, south London

Our **£2.6m** Rye Lane upgrade was carefully planned with **six** phases to minimise disruption and was expected to take **56** weeks. The road closure required the diversion of **54** buses an hour, carrying around **22,000** passengers over a **12-hour** period, with cycle and pedestrian diversions also impacting local businesses. This year, we carried out extensive engagement at each of the first **four** phases of the plan, making individual visits to some **350** local traders as well as holding events, public meetings and many discussions with councillors, the local highways authority, bus companies and schools. The chief concerns we heard from stakeholders were about the impact of our works on local businesses and the public over such a long programme of works.

We responded to the community's concerns by re-thinking our entire plan. Recognising the complexity of this project and the need to make decisions quickly to avoid any unnecessary delays, we employed a dedicated onsite project manager and provided innovative tools to support decision-making.

We changed our engineering approach using a number of innovative techniques which meant the first **four** phases of the works were completed in **12** weeks instead of the planned **35** weeks and the work is on schedule to be completed in **22** weeks instead of the planned **56**-week programme.

“My thanks to all involved for pulling out all the stops to minimise the adverse impact of these works on traders.”

Council Cabinet Member, London Borough of Southwark

Our commitment to collaboration

Customers and stakeholders tell us to plan better and work collaboratively with other utilities and local councils and our CEO is at the forefront of responding to that as an active member of the Mayor of London's high-level infrastructure group.

“SGN has been proactive in sharing data on future investment and setting a good example for others to follow. This is essential in supporting the co-ordination of infrastructure across London.”

Madalina Ursu, Senior Manager,
Growth & Infrastructure, Greater London Authority

And it's not just in the capital we're collaborating; our network planning team has engaged with all the local authorities in our networks instigating two-way data sharing resulting in us making significant changes to programmes, finding joint approaches and opportunities to collaborate. This results in less disruption, lower environmental impact and lower costs ultimately paid for by customers.

Taking a strategic approach to decarbonisation

Our stakeholders want us to work with other players in our whole energy system to provide the evidence that supports future policy decisions on the best pathway for decarbonised heat.

We're fully supportive of the Scottish and UK Government commitments to achieve net-zero emissions by 2045 and 2050 respectively.

We've acted directly upon stakeholder feedback to lead a project with the other GB gas networks to set out the key steps along the pathway that would lead to the decarbonisation of the gas network.

We'll continue to reduce emissions from natural gas leakage and facilitate blending green gas into the network, such as biomethane and bioSNG. We are also undertaking a series of

research and development projects that provide evidence to policy makers on the cost and feasibility of converting the gas networks to supply **100%** hydrogen. As part of our plan we are developing an ambitious target for CO₂ reduction by 2026 compared to the start of RIIO-GD1.

We've also built our collaboration with networks that share our geographical areas to develop understanding on how whole system collaboration can ensure we are delivering the optimal solutions for customers during the energy transition.

Customers and stakeholders also want us to prioritise environmental initiatives so we're linking our strategy to the United Nations Sustainable Development Goals to align our strategy with international best practice.





Helping vulnerable and low income households in fuel poverty

FUEL POVERTY	SCOTLAND		SOUTHERN	
	GD1 to date	RIIO-GD1 Target	GD1 to date	RIIO-GD1 Target
Fuel poor connections	19,078	17,130	7,016	10,376

Innovative partnership approach to fuel poverty in our southern network

Stakeholders at our southern fuel poverty specialist panels last year suggested we work with all available data to extend our understanding and identification of fuel poor households. This year, we worked with the Energy Saving Trust to develop a predictive model using relevant datasets to forecast the likelihood an off-gas property is in fuel poverty. The model uses a range of data sources including EPC ratings, off-gas properties mapped to geographical coordinates, listed buildings, property type/tenure, energy efficiency characteristics, income data, health deprivation and disability scores, proficiency in English and ECO eligibility. This allows us to target our partnership and engagement activities in areas where there is likely to a high concentration of fuel poor households.

We launched our mapping tool at the House of Commons, in partnership with Dr Carolyn Snell from York University, who presented her research on how vulnerable and low-income families engage with energy efficiency and the essential role of joined-up partnerships. Over **50** attendees from housing associations, local authorities, fuel poverty charities and community interest companies as well as MPs discussed opportunities to work in partnership to help households in England overcome fuel poverty.

Moving from discussion to action, throughout the year we built over **30** partnerships in targeted areas, each tailored to the jigsaw of local circumstances and organisations. With a dedicated, expert team, we invested significant effort and resource into building local fuel poverty partnerships and believe our approach is industry best practice.

We reversed the downward trend in fuel poor connections from previous years, achieving **1,626** fuel poor connections, the most achieved in our Southern network.

Our partnership approach is supported by our Central Heating Grant Fund which provided a contribution towards the costs of first-time central heating systems for **121** of the **1,626** fuel poor households in Southern this year. Our **£10m** Central Heating Grant Fund is supported by our shareholders as part of our commitment to a **£145m** voluntary contribution being returned to customers.



Supporting households living in fuel poverty in Scotland

In Scotland, we've continued to support Warmworks, which manages the Scottish Government's flagship national energy efficiency scheme. Warmer Homes Scotland provides an enabling fund to support loft clearance and remedial work, allowing customers to benefit from funded energy saving measures.

We also work collaboratively with the Energy Saving Trust (EST) and Warmworks to ensure fuel poor households have the best customer journey to access all the assistance they are eligible to receive. EST can pre-qualify households and refer them straight into our connections team to progress a funded gas installation. In turn, we identify and refer on those customers who are eligible for the extra funded support offered by the Warmer Homes Scotland programme.

We've already exceeded our eight-year target for fuel poor connections in Scotland, with **19,078** against a target of **17,130**.



For good measure

How we fared in our primary outputs:



Risk of not reaching annual output or forecast achievement for the eight year period.



Successful achievement of an annual output or forecast achievement of the eight year output.

ANNUAL OUTPUT MEASURE 2018/19		ACTUAL	
Primary Output	Deliverable	Scotland	Southern
Connections	Guaranteed standards performance	●	●
Environmental	Leakage	●	●
Reliability (network capacity)	Achieving 1 in 20 obligation	●	●
Safety (emergency response)	97% controlled escapes	●	●
	97% uncontrolled escapes	●	●
Safety (management of repairs)	GS(M)R 12 hour escape repair requirement	●	●
	Management of repairs (repair risk)	●	●
Safety (major accident hazard prevention)	GS(M)R safety case acceptance by HSE	●	●
	COMAH safety report reviewed by HSE	●	●
Customer service	Planned interruptions survey	●	●
	Emergency response and repair survey	●	●
	Connections survey	●	●
	Complaints metric	●	●

RIIO-GD1 EIGHT YEAR OUTPUT COMMITMENT		FORECAST	
Primary Output	Deliverable	Scotland	Southern
Connections	Introduce distributed gas entry standards	●	●
Social obligation	Fuel poor connections*	●	● ●
	Carbon monoxide awareness	●	●
Environmental	Leakage	●	●
	Provide biomethane connections information	●	●
Reliability (loss of supply)	Duration of planned interruptions	●	●
	Duration of unplanned interruptions	●	●
	Number of planned interruptions	●	●
	Number of unplanned interruptions	●	●
Reliability (network reliability)	Maintaining operational performance	●	●
Safety (mains replacement)	Iron mains risk reduction (based on MRPS)	●	●
	Sub-deducts networks off risk	●	●

* We are very close to achieving this output but recognise there is some risk to meeting the challenging target we set.

Going with the flow

No one likes an interruption to supply, so we're looking at innovative ways to make sure our network is as safe and reliable as possible.

INTERRUPTIONS	SCOTLAND		SOUTHERN	
	2018/19	RIIO-GD1 Target	2018/19	RIIO-GD1 Target
Planned (volume)	23,723	29,728	70,931	88,500
Planned (duration minutes, millions of)	9	11	25	35
Unplanned (volume)	4,396	6,021	15,508	20,282
Unplanned (duration minutes, millions of)	4	6	22	22
Achieving 1 in 20 obligation	✓	n/a	✓	n/a
Maintaining operational performance	✓	n/a	✓	n/a

What it means:

- We continue to achieve our commitment of planning for a one in twenty winter in both our networks, which means we keep the gas flowing, 365 days a year, whatever the weather.
- This commitment goes towards keeping all of our customers safe and warm even during periods of unexpectedly prolonged severe weather events
- We continue to seek ways to reduce the inconvenience to our customers. Interruptions to customers' supplies have fallen by **29%** during RIIO-GD1. This is due to:
 - Improving how we plan and carry out our planned replacement work
 - Increasing the use of live mains insertion techniques
 - Increasing the use of innovative technology to allow replacement of services without interrupting customers' supplies (microstop)

On average
unplanned
interruptions
impact just **0.27%**
of our customers
a year.





Safety as standard

Our focus is on making sure we supply gas safely to our customers, and throughout RIIO-GD1 we've achieved our outputs for attending both uncontrolled gas escapes (within one hour) and controlled gas escapes (within two hours).

MEASURE	SCOTLAND		SOUTHERN	
	2018/19	RIIO-GD1 Target	2018/19	RIIO-GD1 Target
Attend uncontrolled gas escapes within one hour	98.7%	>97%	98.7%	>97%
Attend controlled gas escapes within two hours	99.5%	>97%	99.4%	>97%
Repair residual risk	1.4	2.5	10.5	17.7
Cumulative iron mains risk reduction	76,254	44,277	169,311	137,287

Hitting the mark

We've exceeded our targets for mains replacement, and look to make further strides forward.

What we've done:



Decommissioned

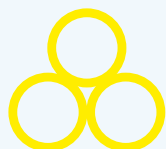
929.4km

iron mains



Service replacements

82,940 metallic service pipes replaced with **flexible, plastic ones** of which **30,821** are **service transfers**



Delivered our targeted performance, achieving **77%** of our eight-year target in Scotland and **76%** in our southern network



What we're doing:

Implementing a **plan of action** to replace higher risk, lower diameter pipes



Incentivising our contractors to increase their use of **live insertion** and deliver improved **customer service and efficiency**

Replacing higher diameter pipes from 2017 to 2021 using **robotics**, out of hours working, and other techniques to **reduce costs**, interruptions and disruptions





The bottom line

Read on to see how our financial performance and cost efficiency breaks down.





Our performance

Below you can see how our total 2018/19 Totex breaks down.

	SCOTLAND			SOUTHERN			SGN	6 year cumulative	Previous 5 year cumulative
	Actual	Allowance	Variance	Actual	Allowance	Variance	Variance		
Opex	70	93	24%	141	160	12%	17%	23%	25%
Repex	71	78	9%	195	219	11%	10%	17%	17%
Capex	63	52	-21%	77	80	3%	-6%	8%	11%
TOTEX	204	223	8%	413	459	10%	10%	18%	19%

What it means:

- We've continued to build on our strong performance in RIIO-GD1, by delivering efficiency initiatives to meet our outputs resulting in reduced tariffs for our customers.
- Operating expenditure is **17%** below allowances, which is lower than the trend we've seen in the first five years of RIIO-GD1. This is partly due to enduring cost pressures and one-off events during 2018/19, eg implementation costs as we migrate to the Cloud and the transfer of non-operational sites outside the regulated Group.
- We're now experiencing cost pressures within the labour market, in a number of areas, that are offsetting the more benign trends in the early part of RIIO-GD1.
- We continue to innovate to drive further efficiency gains across the business to deliver wider benefits such as reduced traffic disruption.
- Repex spend is **10%** below allowance this year, which as anticipated is significantly lower than the trends set in the early years of RIIO-GD1. While we continue to drive efficiencies through improved resourcing strategy, design and innovation, we are also experiencing substantial cost pressures across our operations. We also programmed the larger, more complex replacement work in the second half of the price control, and this workload is now materialising.
- Our favourable variance on capital expenditure due to timing of projects is now unwinding during the latter years of RIIO-GD1. For example, during 2018/19, we invested **£13.5m** in our Erskine Bridge pipeline replacement project.
- During the past couple of years, we are seeing increases to our customer demand-driven work, closer to the level anticipated at the start of RIIO-GD1.





The future

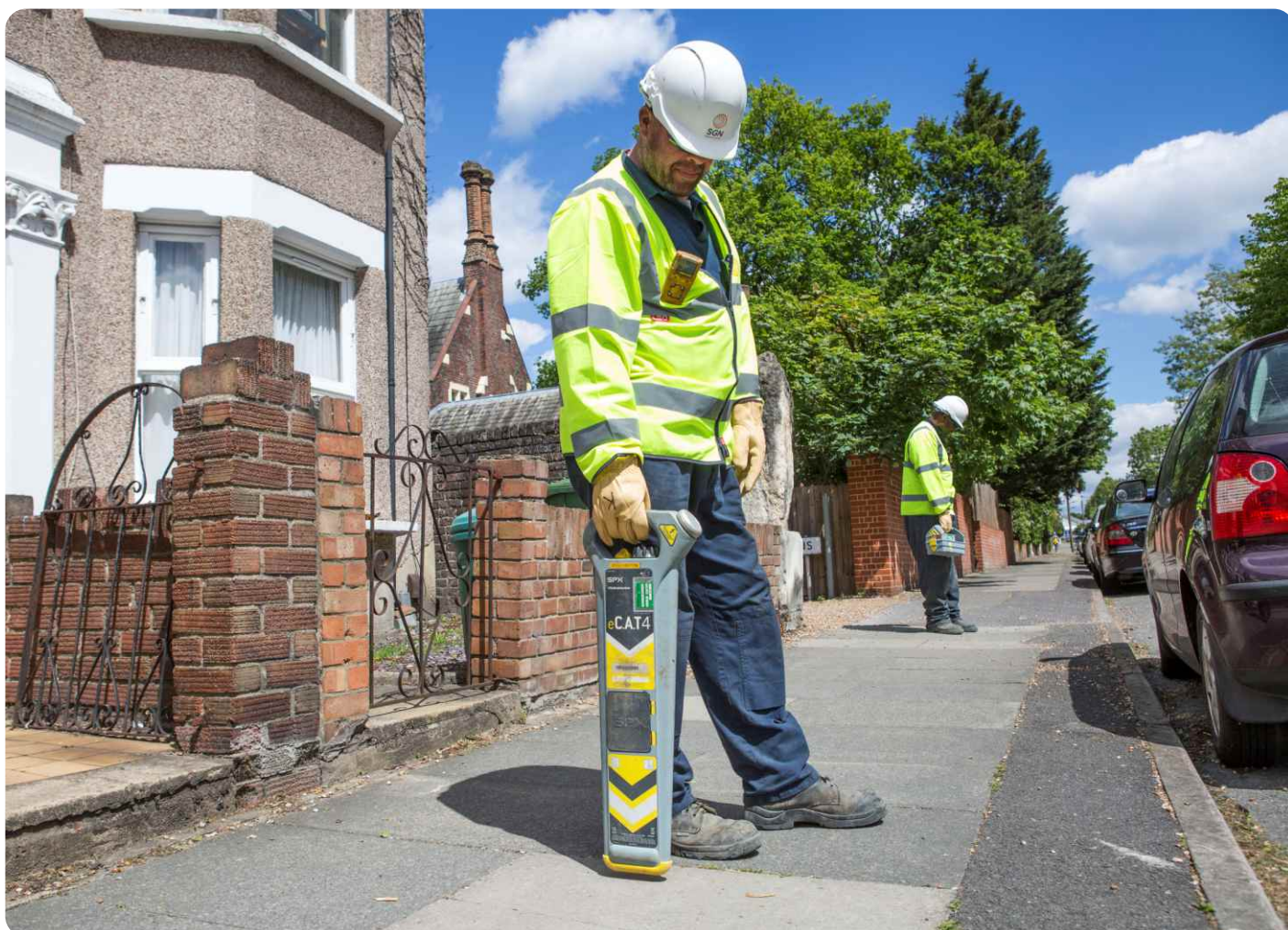
Our forecast of our future performance at the expected out turn at the end of RIIO-GD1 is laid out here.

	SCOTLAND			SOUTHERN			SGN
	Forecast GD1 Total	Allowances for GD1	Variance	Forecast GD1 Total	Allowances for GD1	Variance	Variance
Opex	546	746	27%	1,030	1,302	21%	23%
Repex	502	603	17%	1,507	1,704	12%	13%
Capex	375	402	7%	552	562	2%	4%
TOTEX	1,423	1,751	19%	3,089	3,568	13%	15%

RIIO-GD1 forecast for eight years

Following the completion of our sixth year of RIIO-GD1, we have reviewed our output commitments and expenditure for the remaining two years of RIIO-GD1. During the first six years, our totex was **18%** below allowances however, as discussed on page 19, this variance is reducing as we are seeing cost pressures, more complex replacement projects and one-off events in 2018/19.

Our review shows a forecast of totex **15%** below allowances for the eight year RIIO-GD1 period, which is broadly aligned with our forecast set out last year.





Financial performance

Forecast performance over RIIO-GD1

Return on Regulatory Equity (RoRE) is calculated for each network at the end of each year and is an estimate of the average annual return that shareholders could expect over the eight-year price control period.

The figures are based on the Totex forecasts set out in the previous section.

Over the eight years, we are forecasting a return on regulated equity of **11.1%** across our two networks compared to a base cost of equity of **6.7%** (real post tax).

NETWORK	SCOTLAND	SOUTHERN	SGN
Performance (£m) (2018/19 prices)	8 year average	8 year average	8 year average
Totex variance to allowance	40	57	122
Incentive income	3	13	20
IQI reward	2	3	8
Less sharing/tax	(7)	(10)	(50)
	37	63	100
Performance return on equity (£m)			
Performance relative to allowance	37	63	100
Equity (based on notional gearing)	725	1,581	2,306
Performance returns %	5.13%	4.04%	4.37%
Base cost of equity	6.7%	6.7%	6.7%
Total RoRE (pre financing)	11.9%	10.7%	11.1%





An award-winning team



International Society for Trenchless Technology 2019 No Dig Awards

Trenchless Project
Completed - CISBOT
George St, Edinburgh



Utility Week Achievement
Awards 2019

**Capital Project
Management Award**
CIRRIS Team of the Year



UK IT Industry awards 2018

- ★ Cyber Security Project of the Year
- ★ Recognised for the Best Use of Cloud Services
- ★ Highly Commended in the category of IT Project Team of the year



RoSPA Health and Safety Awards

Gold Medal (5 consecutive
Golds) Fleet Safety Award
Silver Award for health
and safety practices



CIPR PRide Awards

Gold award for 'getting the
gas back on in Sidcup'
(Category: Issues, Crisis
and Reputational
Management)



AD & Biogas Industry Awards (ADBA)

Best Innovation in
Biomethane



Defence Employer Recognition Scheme

Gold Award for
Supporting the Armed
Forces as a Business



Contact us

If you'd like to be part of the conversation to ensure your views count or if you have any questions on our stakeholder engagement activities please get in touch.

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Customer service
0800 912 1700



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