

Your feedback and our commitments to improve stakeholders' experience

Background

The ESO Offshore Coordination project forms part of the Offshore Transmission Network Review (OTNR) led by the Department for Business, Energy and Industrial Strategy (BEIS). The objective of the Review is to ensure that the transmission connections for offshore wind generation are delivered in the most appropriate way, considering the increased ambition for offshore wind to achieve net zero. This will be done with a view to finding the appropriate balance between environmental, social and economic costs.



Our stakeholders have a vital role to play in shaping and progressing the work required for a more coordinated approach offshore, and we want to thank you for taking the time to contribute to the project thus far. We value your involvement and look forward to continuing to work together.

Your feedback on how we are doing



At the end of last year, we sought your feedback on our general engagement, as well as on our Autumn progress publication and subsequent webinars, to help to shape our future engagement. Thank you to those of you who took the time to complete one or more of our short surveys, and for the insights that you have shared with us. Your feedback is very valuable.

We would like to take this opportunity to share with you some of the key areas that you asked us to address, and what we have done and plan to do to

address these.

We are always interested in hearing how we are doing and suggestions for improvement so please don't wait for a survey to share your thoughts with us. Please let any member of the project team know either via the regular engagement that you are having or via our email address box.OffshoreCoord@nationalgridESO.com

Key themes /areas

Based on your feedback, we have sought to answer four questions with the aim of driving improvements:

1. How can we better help our stakeholders to understand how the elements of the Offshore Coordination project fit together, how and where they sit within the OTNR, and how they relate to other work being undertaken by the ESO?



2. How can we utilise the knowledge and experience of our stakeholders more fully, to achieve the project aims and objective?
3. How can we be more transparent and deliver our communication in a more timely way, to those who need it?
4. How can we work with the OTNR to better communicate the possible future roles and responsibilities we may take on, balancing uncertainty with stakeholders' needs to understand the potential impact(s) at the earliest opportunity?

Our commitments to our stakeholders



In response to these questions, we have made five **commitments** to improve our engagement approach. We have made progress in some areas and others will take more time to implement.

We would welcome your feedback on whether these activities are driving improvements in your experience.

1. Provide greater visibility of our project activities and opportunities for engagement. Examples from the last three months include:
 - a. ESO Offshore Coordination [website](#) updates, supported by six updates to our mailing list of 300 stakeholders. Our website has had 3,300 page views and 580 document downloads (1 November 2021 – 31 January 2022), relating to the following updates:
 - i. Industry codes engagement workshops, and how we have taken onboard your feedback to structure next steps in relation to codes and standards
 - ii. Project wide progress webinar recording available, together with answers to the questions raised
 - iii. ESO responses to recent consultations launched by BEIS and Ofgem relating to the OTNR
 - iv. Holistic Network Design timeline update
 - v. Publication package for the HND
 - vi. Open Letter on the Pathway to 2030 Connection Contract Update Programme
 - vii. ESO Statement following ScotWind announcementWe will continue to provide regular updates on relevant topics.
 - b. Approximately thirty to thirty-five bi-lateral /multi-lateral meetings every month with stakeholders across the industry.
 - c. Facilitating eight workshops with more than eighty external industry participants, relating to potential code modifications, Offshore Transmission Owner (OFTO) connections and the electrification of oil and gas platforms.
 - d. Participation in the BEIS-led OTNR industry wide webinar and on a panel at the Global Offshore Wind Conference in September 2021.

2. Be clear and transparent with our messages, providing context on how a decision has been made, and the roles and responsibilities of those involved.
 - a. We have published our Holistic Network Design (HND) Methodology document, providing an overview of our approach to how we will deliver the HND.
 - b. We have set up a Developer Forum to inform and engage developers in scope of the HND, to ensure timely and consistent messaging across a volume of developers in a short period of time and utilise the expertise of developers in scope.
 - c. We will continue to work with the OTNR project partners to agree and publish the terms of reference for delivering the Holistic Network Design as the foundation for the decisions we make.
 - d. As mentioned above, we have published our responses to recent Offshore Coordination consultations to give stakeholders visibility of our views and positions on relevant topics .
3. Respond to queries in a timely manner, providing regular updates and reasons for any delays.
4. Engage with you to develop a deeper knowledge of your business, seeking to understand early on the potential impact of our activities, and what type of communication is most valuable.
5. Provide greater visibility of how the elements of the Offshore Coordination project fit together, how and where they sit within the OTNR, and how they relate to other work being undertaken by the ESO.

We hope this provides clarity and insight on the themes we are working to address and what you can expect from us over coming months. We will provide regular updates on our website and to our mailing list, including reviewing these actions based on further feedback from our stakeholders.

Staying in touch

Here are ways in which you can stay in touch.



Meetings and workshops

We will continue to hold meetings and workshops with stakeholders



Email us

If you have questions or feedback, please get in touch via our email address box.OffshoreCoord@nationalgridESO.com



Subscribe to our mailing list

You can stay in touch by [signing up](#) to receive updates from us.



Stay up to date

In addition, our work is part of the Offshore Transmission Network Review (OTNR) being led by BEIS. You can [sign up](#) to receive the OTNR Newsletter here for wider updates.

Alice Etheridge

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