

nationalgrid
the local **electric revolution**

Transforming our region

Breakout





▶ Cautionary statement

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For further details regarding these and other assumptions, risks and uncertainties that may impact National Grid, please read the Strategic Report section and the 'Risk factors' on pages 225 to 228 of National Grid's most recent Annual Report and Accounts. In addition, new factors emerge from time to time and National Grid cannot assess the potential impact of any such factor on its activities or the extent to which any factor, or combination of factors, may cause actual future results to differ materially from those contained in any forward-looking statement. Except as may be required by law or regulation, the Company undertakes no obligation to update any of its forward-looking statements, which speak only as of the date of this presentation.



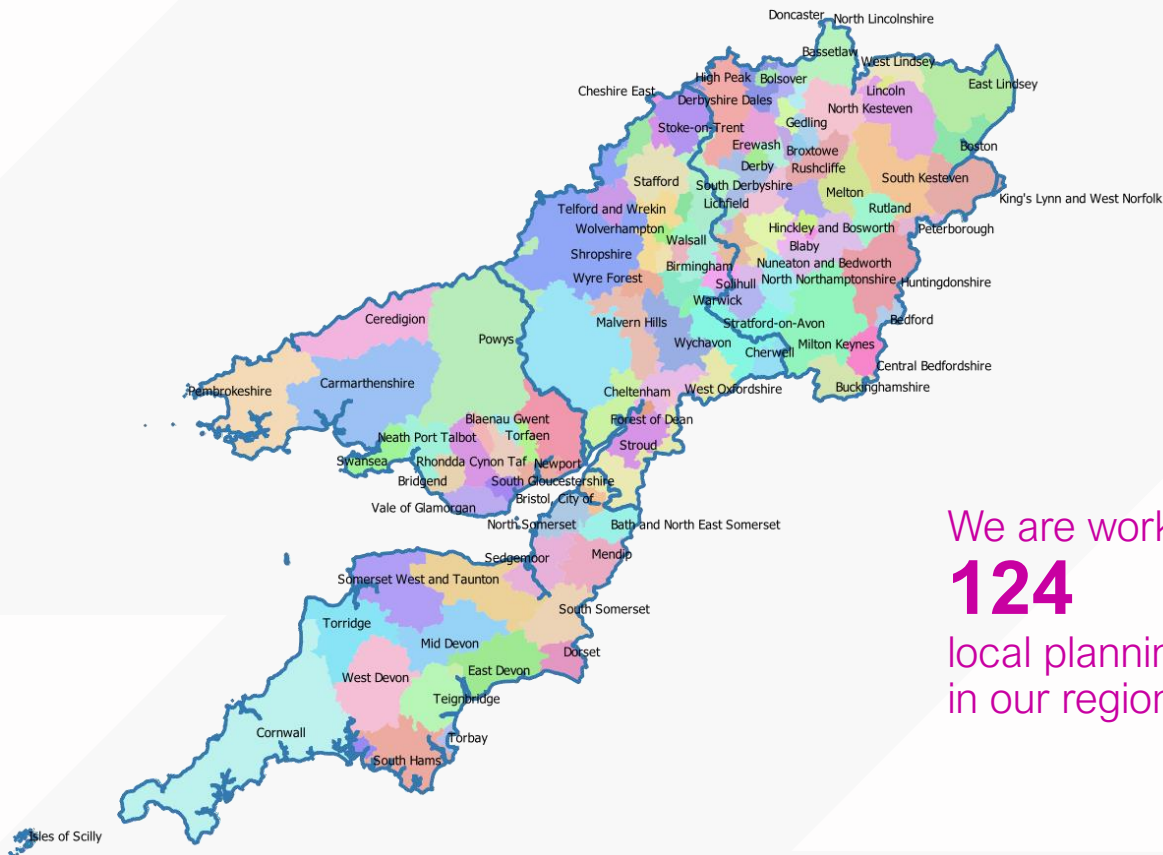
▶▶ Transforming our region

Relationships are an essential tool to unlock growth and transform the region

- Government mandated regional approach to energy planning, with local authorities required to develop detailed Local Area Energy Plans (LAEP)
- Customer expectations of engaging with business have significantly changed
 - Digital solutions, 24hr engagement, instant online decisions
- Society's expectations of business have also changed drastically
 - Businesses need to demonstrate they are responsible, engaged, and an active member of the communities they serve

It is our relationships with these key groups that give us our licence to operate

Local authority engagement

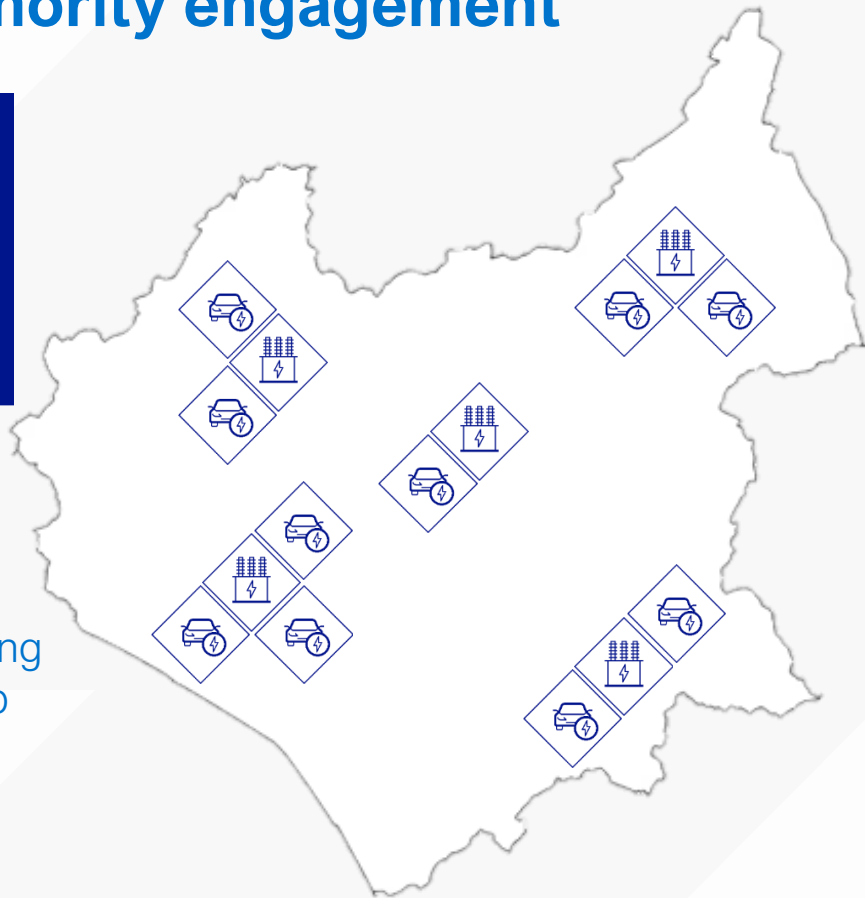


We are working with all
124
local planning authorities
in our region



Local authority engagement

Collaborating with local authorities in Leicestershire to build detailed energy plans



Original forecast using historic data and top down projections

76,000 EVs

Improved forecast after collaboration and support from NGED

112,000 EVs

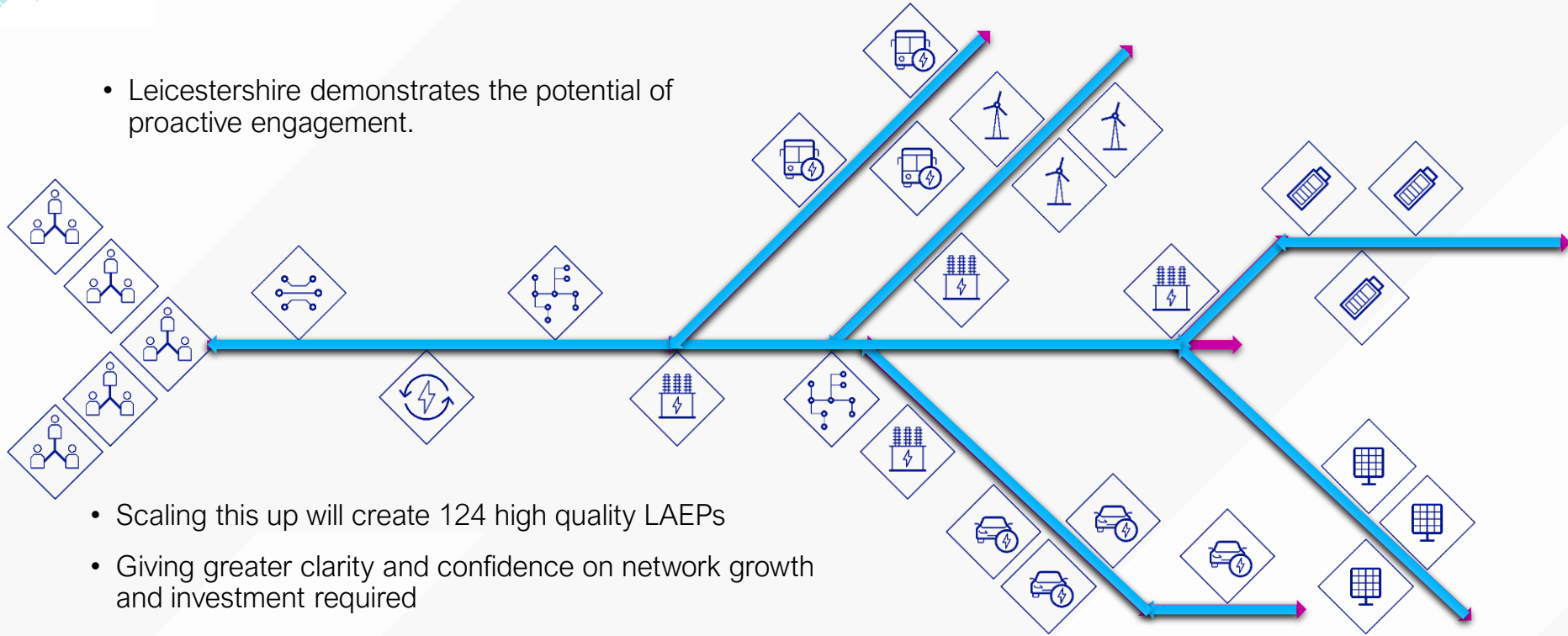
a **47%** increase

Supporting the case for **£5million** investment in RIIO-ED2



Local authority engagement

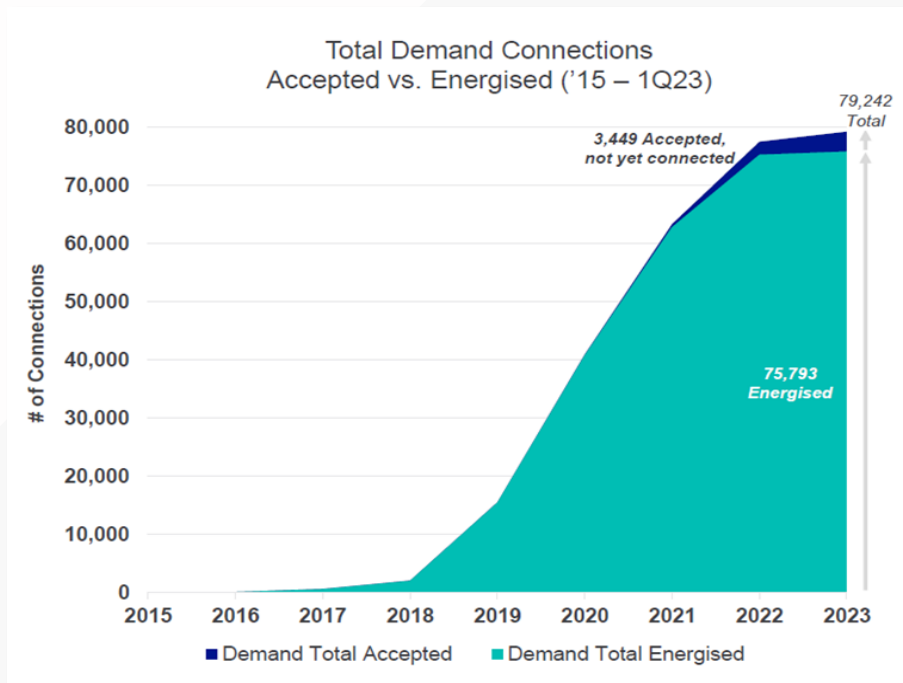
- Leicestershire demonstrates the potential of proactive engagement.



- Scaling this up will create 124 high quality LAEPs
- Giving greater clarity and confidence on network growth and investment required

These plans will allow us to build the smart, two-way network of the future

Connecting our customers



Exponential demand growth over the last five years

- EV charger connection requests is largest share of this growth
- More EVs connected to the network in the last two years than in all previous years combined
- 13% increase in demand for new connections in the last 12 months



Connecting our customers



EV Charger Online Tool

Our domestic EV charger online application tool allows customers to apply for, and receive, an instant response to their application. Through FY24, we'll enhance this to include other domestic Low Carbon Technologies.



Low Voltage Online Tool

Our low voltage (LV) online budget estimate tool allows customers to obtain an instant quotation (e.g. domestic solar, new housing connections). Through FY24, we'll enhance this to include firm low voltage offers.

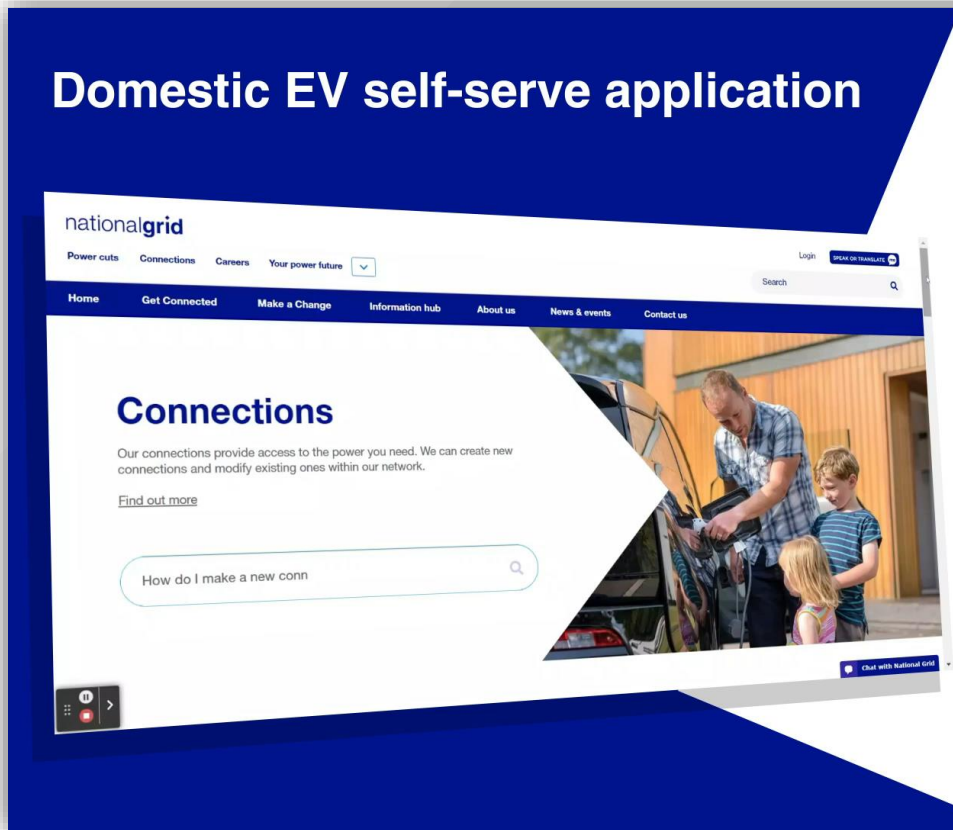


Online Customer Portal

For those with accepted offers, our online customer portal is now live. Customers can create an account and manage and accept quotations, make payments and track job progress.

Connecting our customers

Domestic EV self-serve application



Digitalisation and self-serve is the future:

Better: Improves customer experience

Quicker: Speeds up connection times

Efficient: Reduces costs on the business

Scalable: Responds >2,000 enquiries per day

- ◆ Choose your journey
- ◆ Tell us about your equipment
- ◆ Tell us about you
- ◆ Get your self-serve decision



Investing in communities: the aim

Show up locally as a responsible business



Build trust with customers



Maintain our 'social licence to operate'





Investing in communities: the pilot

Inclusive community engagement

National Grid colleagues worked in partnership with school and community stakeholders to achieve key pilot outcomes

- 19kW solar array at the school – generating ~17,000kWh per year
- 120 students engaged on STEM careers and the role of National Grid
- The development of an innovative ‘citizen science’ model for quantifying biodiversity net gain
- A social return on investment (SROI) of £3.74 over and above every £1 spent, over 10 years





Investing in communities: scaling up

We are investing more than **£2.5m** in community solar to transform the region

- Community solar installations on **>100** schools
- Supporting communities in areas of high economic deprivation to unlock the benefits of net zero
- Engaging students early and building National Grid's talent pipeline
- Working in partnership with experts to accelerate project roll-out, maximise impact, and reduce costs

Developing strong community relationships, building trust, and adding value

