

## Broker Communication – TNUoS Update & Customer Letters

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### What are YGP doing for existing customers?

We've completed the review of our live portfolio and are now preparing to roll out the changes. Our key actions are:

- Adding the updated TNUoS costs into customer standing charges
- Applying consistent updates in line with clause 6.6
- Updating billing from **1 April 2026**
- Ensuring clear and transparent customer messaging

Our focus is making sure customers understand the change, charges are applied accurately, and there are no surprises.

### When are we communicating with customers?

Customer communications will be issued in phases between **Thursday 26 February** and **Monday 23 March 2026**.

This staggered approach:

- Reduces the volume of inbound contact to you and to YGP in bulk
- Spreads customer queries over several weeks
- Ensures appropriate notice periods
- Allows us to manage responses within SLA

### What does this mean for our partners?

You now have:

- Full clarity on how the 2026/27 TNUoS costs have been incorporated
- Updated pricing across all channels
- Two SC structures to support customer choice (capped vs. uncapped)
- A customer-ready letter for full transparency

If you have any specific questions, please let me know.

### Reminder of why costs are increasing

These changes are industry-wide and fully outside supplier control. Costs are set by NESO, approved by Ofgem, and driven by:

- Major transmission investment to support Net Zero
- RIIO-ET3 revenue increases (to £7.61bn for 2026/27)

- Sharp rises in fixed network charges
- Charging band realignments
- A long-term upward trend (c. 69% cumulative increase by 2030/31)

This is a regulated change affecting all suppliers and all customers.

### **Customer communications recap**

- The customer letter is attached to support you in conversations
- It explains what's changing, why, how it appears on bills, and the contractual basis
- Messaging reinforces that this is an industry d-riven adjustment, not a supplier-driven change
- Updated standing charges will go live from 1 April 2026
- New YGP webpage to support with TNUoS questions: [www.ygp.co.uk/tnuos-details](http://www.ygp.co.uk/tnuos-details)

### **Support**

If you have any questions or need help with customer discussions, please **contact me directly**.  
Always happy to support.