

## INDUSTRY AND INNOVATOR OPERATING CHARTER

### As Industry Partners of the EIC, we will:

- 1. Conduct our business with Innovators in a way that is supportive and engaging for Innovators, recognising the shared need to deliver increased value to energy customers.**
  - Develop a cross-industry Innovator induction pack which provides clarity of likely processes and timescales when collaborating.
  - Develop a transparent communication channel, where Innovators can easily access support and voice their concerns about a collaboration they are engaged with.
- 2. Foster a culture of ambition and innovation with sustainability and value to customers at its heart and an emphasis on what can be achieved through collaboration with Third Party Innovators.**
  - Through the Innovation Measurement Framework, ensure that innovation provides customer benefits.
- 3. Work in collaboration with other Industry Partners to provide Innovators with a deeper understanding of the specific needs and priorities of the energy industry, supported by open data initiatives.**
  - Through the EIC, gain a greater understanding of Innovators needs, providing a more responsive service to the Innovator Community.
- 4. Operate efficient and effective processes to a common set of standards that will reduce barriers to entry for Innovators, increase consistency, and reduce the costs, time and complexity of engaging with Innovators.**
  - Create industry standards / guidelines that reflect best practice in innovation that has Innovators at its heart.
- 5. Make decisions in a timely manner in accordance with good business practice, recognising the needs of Innovators.**
  - Transparency and commitment to making key decisions on innovation within realistic timescales.
  - Agree an escalation process when guidelines or timescales are not met.
- 6. Support and promote the contribution made by Innovators to the energy industry in its journey to Net Zero.**

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**Cadent**  
Your Gas Network

**UK Power Networks**  
Delivering your electricity

**Scottish & Southern Electricity Networks**

**WALES&WEST UTILITIES**

**nationalgrid**

David Wright

(Electricity transmission)

**SP ENERGY NETWORKS**

**Northern Gas Networks**

Mark Horsley

**NORTHERN POWERGRID**

**EIC**

Collaborate to innovate