



Media Release

3 July 2025

T: 020 8607 2502
E: info@westlondon.com
BS: @westlondonbiz.bsky.social

Statement on Final NESO Report on North Hyde Substation Outage

Responding to the final report, **Andrew Dakers**, CEO of **West London Business**, said: *"Today's report is damning. It highlights basic failings in stewardship by National Grid of the country's high voltage transmission network. National Grid appear to have had a failure of governance and internal controls extending over 7 years.*

"It is right that Ofgem, the energy watchdog, has opened an official enforcement investigation.

"National Grid's new CEO is clearly needed now, rather than in November. She will need to engage with stakeholders and explain how in future the information will flow effectively within National Grid on essential maintenance needs and how the board make sound investment decisions.

"West London desperately needs accelerated investment to boost supply. A lack of energy capacity is slowing investment and growth in the West of the capital. Ofgem will now need to ensure the new National Grid business plan addresses growth needs, but also basic maintenance and corporate governance."

A Heathrow spokesperson said: *"Heathrow welcomes this Report, which sheds further light on the external power supply failure that forced the airport's closure on 21st March. A combination of outdated regulation, inadequate safety mechanisms, and National Grid's failure to maintain its infrastructure led to this catastrophic power outage. We expect National Grid to be carefully considering what steps they can take to ensure this isn't repeated. Our own Review, led by former Cabinet Minister Ruth Kelly, identified key areas for improvement and work is already underway to implement all 28 recommendations."*

[Read the full report >>>](#)

Media contact:

Amy Jiang, 020 8607 2502

amy.jiang@westlondon.com

LEADERSHIP FOR THE WORLD'S MOST CONNECTED PLACE

West London Business Ltd
Company limited by guarantee, registered in England number: 02934029
VAT registration number: 674069512