

User guidance

What you'll need to register

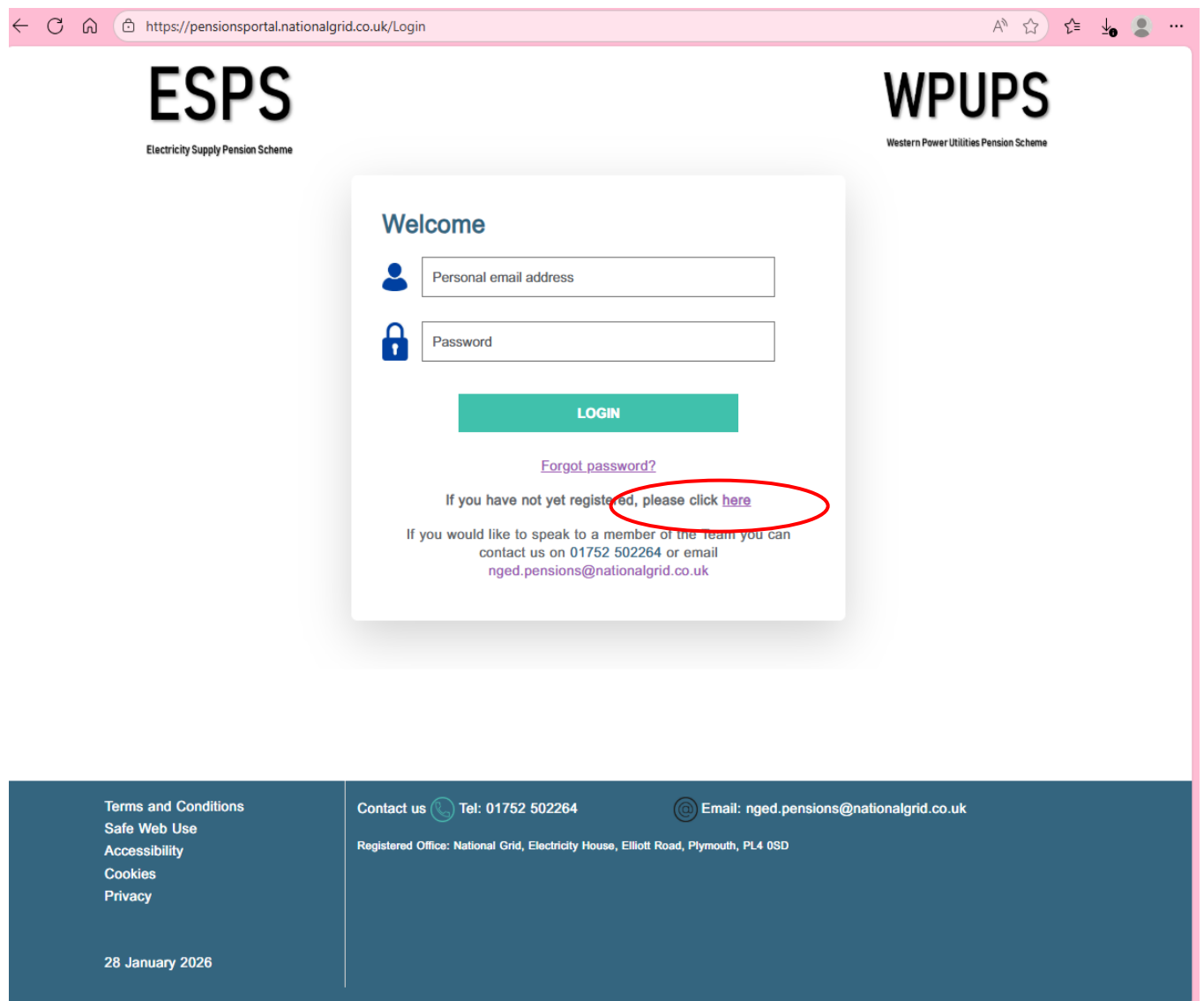
Before you start, please make sure you have the following to hand:

- Activation code
- Your date of birth
- Your National Insurance number
- Your personal email address
- A mobile phone that can receive text messages

How to register for PenNet

Step 1: Go to the PenNet login page



Visit the PenNet login page at pensionsportal.nationalgrid.co.uk and select 'If you have not yet registered, please click [here](#).'



The screenshot shows a web browser window with the URL <https://pensionsportal.nationalgrid.co.uk/Login>. The page features two logos: ESPS (Electricity Supply Pension Scheme) on the left and WPUPS (Western Power Utilities Pension Scheme) on the right. In the center is a white login box with the heading "Welcome". It contains two input fields: "Personal email address" (with a person icon) and "Password" (with a lock icon). Below these is a green "LOGIN" button. Underneath the button is a link for "Forgot password?". A red circle highlights the text "If you have not yet registered, please click [here](#)". At the bottom of the box, there is contact information: "If you would like to speak to a member of the team you can contact us on 01752 502264 or email nged.pensions@nationalgrid.co.uk".

Terms and Conditions
Safe Web Use
Accessibility
Cookies
Privacy

28 January 2026

Contact us  Tel: 01752 502264  Email: nged.pensions@nationalgrid.co.uk

Registered Office: National Grid, Electricity House, Elliott Road, Plymouth, PL4 0SD

Step 2: Enter your details

You'll be asked to enter a few personal details so we can confirm your identity. This includes:

- Your unique activation code - this will be sent to you by post
- Your date of birth (DD/MM/YYYY)
- Your National Insurance number (with no spaces e.g. AB123456C)
- Your email address
- Please select the box to confirm that you have read the Terms and Conditions, Cookie Policy and Privacy Policy.
- Enter a password - The password must be at least 8 characters long and must contain at least one of each of the following: - a capital letter (e.g. F), a lowercase letter (e.g. h) and a digit (e.g. 3) a non-alpha numeric character (e.g. @) and should not contain more than 2 identical or sequential characters in a row (e.g. 111).
- Tick the 'I'm not a robot' box – you will be asked a verification question.

ESPS


Electricity Supply Pension Scheme

WPUUPS

Western Power Utilities Pension Scheme

To complete your registration, please fill in the required fields below.

Activation code

Date of birth DD/MM/YYYY 

National insurance number


Personal email address

Confirm personal email address

I have read and agree to the [Terms and Conditions](#), [Cookie Policy](#) and [Privacy Policy](#)

Password

Confirm password

I'm not a robot 
reCAPTCHA
Privacy - Terms

REGISTER

This will be sent to you by post

Step 3: Complete the security check

Registering, as above, will then generate a link which will be sent to your email address. Click on the link to verify your email address.

Registration complete

How to log in to PenNet

After you've registered, logging in is quick and straightforward. Return to the welcome page at pensionsportal.nationalgrid.co.uk and click on 'LOGIN'.

Step 1: Enter your login details

Enter your personal email address and password

Step 2: Confirm your security code

A 6-digit security code will be sent to your mobile phone by text message

Enter the code on screen and select 'VERIFY' to continue. (The code is valid for five minutes). Once the code is accepted, you will be taken directly to your PenNet dashboard.

The screenshot shows a web browser window with the URL <https://pensionsportal.nationalgrid.co.uk/Login>. The page features two logos: ESPS (Electricity Supply Pension Scheme) on the left and WPUPS (Western Power Utilities Pension Scheme) on the right. In the center, there is a white 'Welcome' box containing a login form. The form has two input fields: 'Personal email address' (with a person icon) and 'Password' (with a lock icon). A red star icon is placed to the left of each field. Below the fields is a green 'LOGIN' button, which is circled in red. Underneath the button is a purple link for 'Forgot password?'. Below the link, there is text: 'If you have not yet registered, please click [here](#)'. At the bottom of the box, it says: 'If you would like to speak to a member of the Team you can contact us on 01752 502264 or email nged.pensions@nationalgrid.co.uk'. The footer of the page is dark blue and contains the following text: 'Terms and Conditions', 'Safe Web Use', 'Accessibility', 'Cookies', 'Privacy', '28 January 2026', 'Contact us Tel: 01752 502264', 'Email: nged.pensions@nationalgrid.co.uk', and 'Registered Office: National Grid, Electricity House, Elliott Road, Plymouth, PL4 0SD'.

If you need help

If you forget your password, you can use the 'Forgot password?' link on the PenNet welcome page.

The screenshot shows a web browser window with the URL <https://pensionsportal.nationalgrid.co.uk/Login>. The page features two logos: ESPS (Electricity Supply Pension Scheme) on the left and WPUPS (Western Power Utilities Pension Scheme) on the right. The main content is a 'Welcome' login form with the following elements:

- Input field for 'Personal email address' with a person icon.
- Input field for 'Password' with a lock icon.
- A green 'LOGIN' button.
- A link for 'Forgot password?' circled in red.
- A link for users who have not yet registered: 'If you have not yet registered, please click [here](#)'.
- Contact information: 'If you would like to speak to a member of the Team you can contact us on 01752 502264 or email nged.pensions@nationalgrid.co.uk'.

The footer contains the following information:

- Links: Terms and Conditions, Safe Web Use, Accessibility, Cookies, Privacy.
- Date: 28 January 2026.
- Contact us: Tel: 01752 502264, Email: nged.pensions@nationalgrid.co.uk.
- Registered Office: National Grid, Electricity House, Elliott Road, Plymouth, PL4 0SD.

If you need any other support using PenNet, please contact the NGED pensions team using the details below:

Telephone – 01752 502664

Email - nged.pensions@nationalgrid.co.uk