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Customer Connections Agora

20 April 2022

Agenda

Introduction

Network Customer Seminars

An introduction to the application process – Ali Harper

Customer Portal – Adam Towl

Q&A

Please enter any questions into the chat. If we are unable to answer them today we will provide a response at a future Agora.

Network Customer Seminars

[19 May - Glasgow](#)

[20 July - Warwick](#)

[17 October - London](#)



If you haven't already, please sign up to the seminars using the below QR codes or links above

Glasgow



Warwick



London



Ali Harper

Scotland Onshore Generation Team Manager

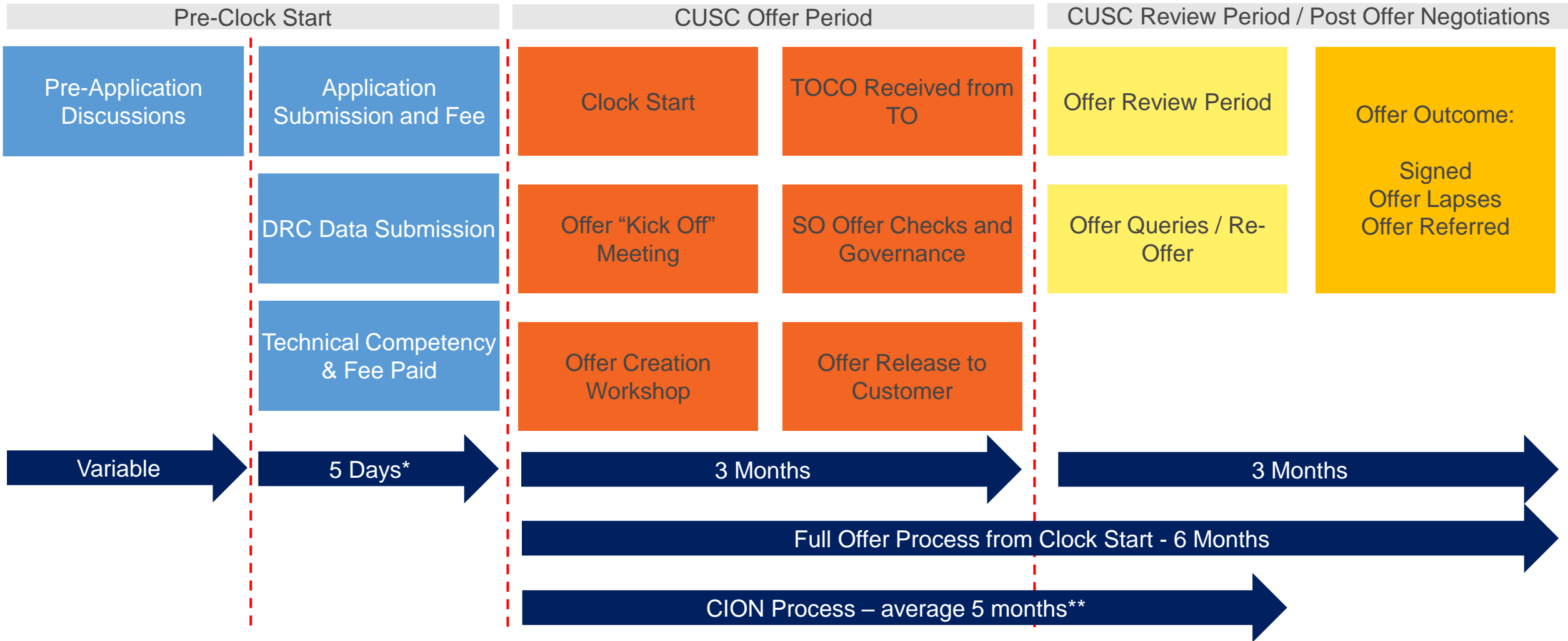
Ali is the lead trainer for all new starters in the Connections Team and she has extensive experience dealing with all aspects of Connection Contracts across England, Wales and Scotland.



Application Process



Customer Connections Process



*5 days for competency assessment assuming there are no issues which require clarification on either the DRC data submission or the application itself.

Standard Customer Facing Agreements

Bilateral Connection Agreement (BCA)

- applicable for direct connections to the Transmission System (both Demand and Generation)

Bilateral Embedded Generation Agreement (BEGA)

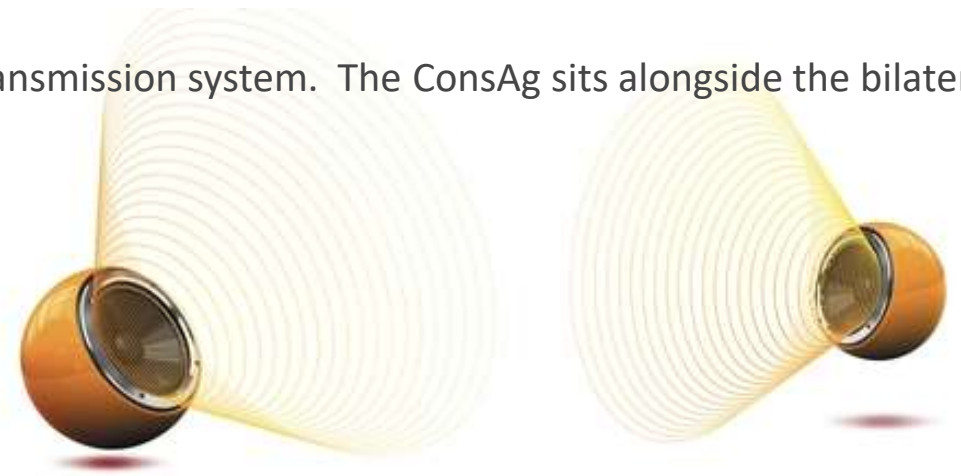
- applicable for embedded users who make use of the Transmission System but are not directly connected to it

Construction Agreement (ConsAg)

- applicable any time where a customer connection requires works on the transmission system. The ConsAg sits alongside the bilateral agreement

CUSC Accession Agreement

- applicable to any party with a CUSC connection agreement.



Bilateral Connection Agreement (BCA)

- A Bilateral Connection Agreement (BCA) is applicable for direct connections to the Transmission System (both Demand and Generation)
- The agreement states the requirements on the customer to comply with relevant codes:
 - Connection and Use of System Code (CUSC)
 - Grid Code
 - Balancing & Settlement Code (BSC)
- The BCA sets out the arrangement for connection to NETS and the provisions for the balancing services.
- The agreement is relatively brief in nature and references appropriate sections of relevant codes
- The BCA remains in place after commissioning and for the life of the project (unlike the construction agreement which falls away on connection).



Construction Agreement (ConsAg)

- Any time where a customer connection requires works on the transmission system they must have a ConsAg alongside the bilateral agreement.
- This applies to both new and existing projects e.g. if an existing customer wishes to expand their connection and this requires works a new construction agreement will be put in place.
- The ConsAg details:
 - Design
 - Works for both NG and the User
 - Costs
 - Program for construction
 - Industry requirements associated with the connection works.
- The ConsAg is only live whilst the works are under way and falls away once works are complete.



Useful Links

The Customer Connections Homepage contains all the information you need to submit your application

- Application Fee Calculator
- Application Forms
- DRC Data Tool
- Charging Statement
- Connection and Use of System Code (CUSC)
- Grid Code
- Balancing & Settlement Code (BSC)

<https://www.nationalgrideso.com/industry-information/connections>

To navigate to our connections homepage please use the below QR code



Adam Towl

Senior Project Lead in GBCPS Projects Team

With 12 years of experience in Strategy and Commercial roles Adam now leads on Stakeholder activities in relation to the new Customer Portal.

His customer and stakeholder liaison activities ensure the Customer Portal is developed and delivered with Customer and Stakeholder needs and requirements as its central focus.





NGESO Connections Portal

- What is the Connections Portal?
- What is MVP?
- What have we been doing so far?
- Next Steps

What is the Connections Portal

As Part of our RIIO-2 ambition, we are building a new Connections Portal (in conjunction with the Digital Engagement Platform investment) to provide a single user experience.

This Connections Portal will transform the Connection Journey and account management for all Customers.

The Portal will provide a single point of contact for connections to electricity networks and it will guide Customers through the Connection Process and provide account management functionality.

The Connections Portal will:

- Digitise the connections application process
- Enable Customers to monitor their live applications and progress against them
- Provide Customers with access to their contract documents and contract history
- Enable Customers to provide milestone / project updates
- Provide other useful Connections resources



What is MVP?

The first stage of the Portal build is known as the MVP stage or Minimum Viable Product stage. This encompasses the most essential criteria for the first release of the Portal.

The critical elements are detailed in the graphic to the right.

MVP is due to go live July 2022.



Please ask any questions in the meeting chat

How are we engaging with our stakeholders?

Customer Event

- February 2022
- Range of Customers from current base who we hold contracts with or have made an application
- Provided demo and overview of current thinking
- Customer live feedback obtained on day

UAT

- February 2022 – March 2022
- Provided Customers access to a test environment to simulate registration and pre-application activities
- UAT Feedback gathered to inform next development steps

Other Stakeholder Events

- April 2022
- Working with the 3 TO's to understand where we can improve handoffs / data exchange / visibility
- Internal colleague event to understand business needs

Next Steps

September 2022
Phase 1b R1
Enhanced registration for users with
working with multiple companies
Query Management

3

All development
underpinned by Customer
feedback from testing and
S&L events



2

July 2022
MVP Release
All Application Types
Application monitoring
Summary information for all projects
in portfolio
Copies of contracts (submitted in
Portal)



4

December 2022
Further functionality
release
TBC

5

April 2023
Phase 1b R2
TBC



6

FY 2023/24
Phase 2
TBC



1

February 2022
Show & Listen
Event 1
Registration
Pre-application



Interested?

Want to know more?

- Customer Show & Listen Event 2 – late April / early May (TBC)
- Customer Seminars – Glasgow, Warwick, London

Speak to the team

- gregory.hunt@nationalgrideso.com
- adam.towl@nationalgrideso.com
- vikas.garg@nationalgrideso.com

Please ask any questions in the meeting chat

nationalgridESO

Future Agoras

Please put in the chat any requests for future agora topics you would like to hear about.

17th May – Operational Compliance

15th June – Securities and Cancellation charges

Please take the time to give us some feedback on today's Agora



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Thank you

Next Customer Connections Agora

17 May 2022