

#SepAgora

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Customer Connections *Agora*
21 September 2022

Introduction

The Customer Connection Agora Sessions are aiming to:

- ✓ provide an opportunity to learn about a variety of subjects such as Connection Processes, Connections-related Codes and Policy Changes, Network Operability, Operational Compliance, Security and Liabilities, Cancellation Charges and more;
- ✓ increase the visibility of the Electricity Connections Team to our customers, stakeholders and the wider electricity market;
- ✓ facilitate updates on our key workstreams and initiatives, as well as enable engagement and interaction via the Question and Answer segment.

19 October 2022

10.00am - 10.45am

GC0141: Compliance Process and
Overview of Modelling Modification

Next Agora

Customer Seminar

#SepAgora

Generation

17th October - London

London



September '22 Agora presented by

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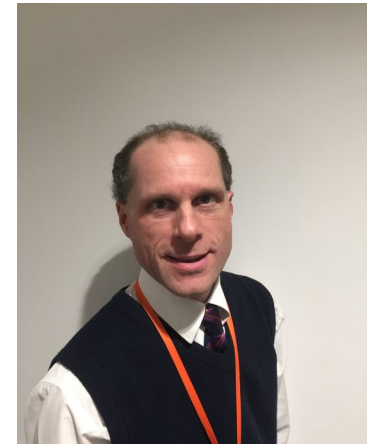
Susana Neves e Brooks

Head of Connections
Networks



Antony Johnson

Technical Codes Lead
Markets



Agenda

- You Said...We Did
- Emergency and Restoration Code
GC0148 – Notification Letters
- Questions and Answers

Please ask all questions in the chat. We aim to get through as many questions as possible.

We will be using Sli.do today to make the session interactive, please go to [Sli.do.com](https://sli.do) and use the code [#SepAgora](https://sli.do/join/GC0148)



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You Said...We Did



Please ask any questions in the meeting chat

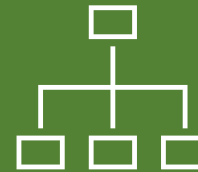
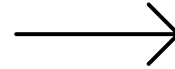
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You Said... We Did

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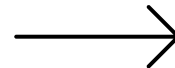
Be more pro-active than reactive



New Team Structure, including Policy and Change Management Team set up
Focus on strategy – short, medium and long-term impact



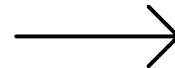
More time allocated and greater level of engagement available for each project



44% increase in FTEs in 12 months



Pre-application calls have too long lead times for stakeholders trying to gain information before applying



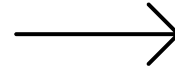
New pre-application process presently being discussed with TOs, along with other process improvements
Portal will have a facility for submitting a Pre-App request across all TOs

You Said... We Did

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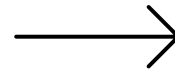
Better response time and response to emails



73% increase in workload → generic inbox e-mails response reached 5/7 working days; this has been addressed and response time now average of 48hrs



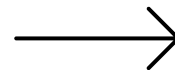
Staff retention, change of Contract and Compliance Managers



Team re-structure impacted CCMs per portfolio but enabled CCMs to reduce portfolio → improve customer engagement
Attrition rate less than 2% (last 12months)



Offer-quality improvement required



Q1 FY22 – Offers Right 1st Time 89%
Q2 FY23 – Offers Right 1st Time 95%
Focus on continuous improvement & requirement for change [Connections Reform]

You Said... We Did

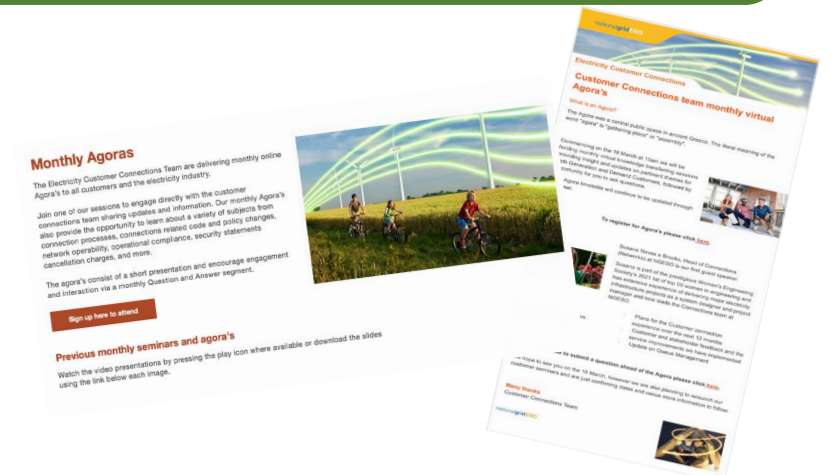
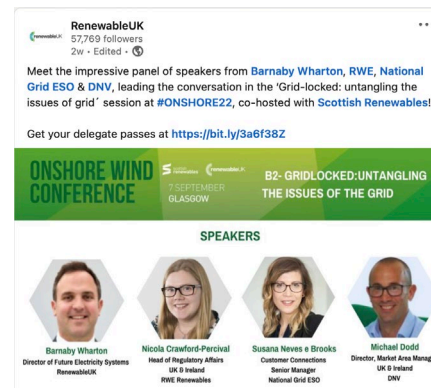
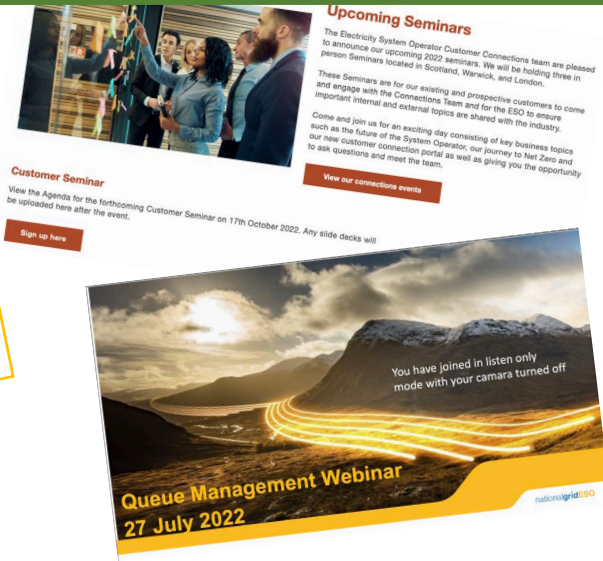
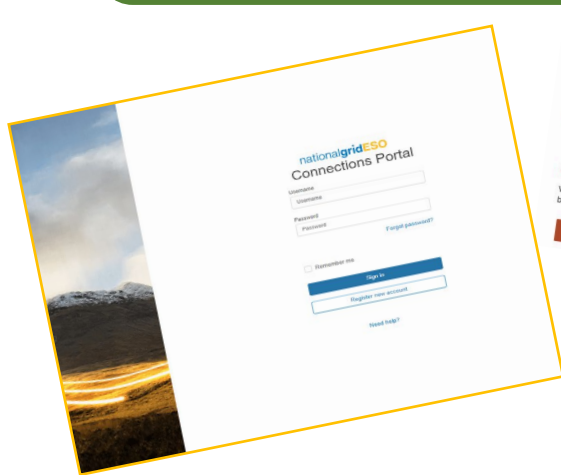
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Improve visibility and engagement



New Customer Engagement and Management Strategy (transparency, communication, engagement, listening)

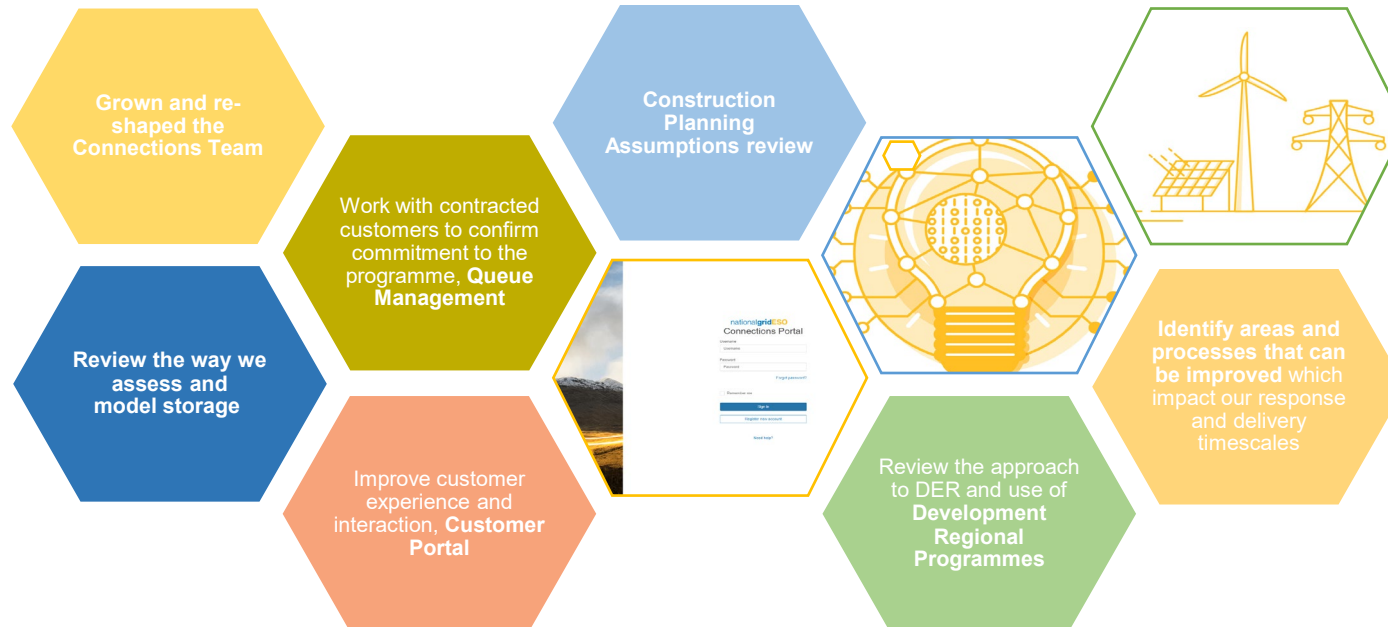




Feedback on concern over connection timescales and transmission constrains



Roll out of various, short-to-medium term strategies



You Said... We Did

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Assurance that the Connections Team understands the level and speed of change required as well as the need to be a strategic leader in this space.



Connections Reform underway → New process and implementation roadmap by April 2023

ESO CONNECTIONS REFORM
APRIL 2023



- ▶ Whole System Approach to Transmission Connections
- ▶ Improvement to Customer Experience & Engagement
- ▶ Alignment with GB Energy Strategy and delivery of value to end consumers
- ▶ Supports the delivery of NetZero
- ▶ Enable a process that advances the projects that are ready to connect
- ▶ Process that embraces diversity and complexity of Connections within an evolving Energy System
- ▶ Future proof process [new framework for periodic reviews & simplify change]

You Said... We Did

1. Have you seen an improvement of engagement and customer service provided by NG Electricity System Operator Connections Team in the last 6 months?

2. Do you believe NG Electricity System Operator Connections Team have a good understanding of key areas that need addressing so that performance improvements and change are enabled?

3. Feedback on other areas or issues that we need to review and act on.

Poll Results

1. Have you seen an improvement of engagement and customer service provided by NG Electricity System Operator Connections Team in the last 6 months?



Poll Results Continue...

2. Do you believe NG Electricity System Operator Connections Team have a good understanding of key areas that need addressing so that performance improvements and change are enabled?



Poll Results Continue...

3. Feedback on other areas or issues that we need to review and act on.

Provide a breakdown of the actual liability per infrastructure project so it is completely transparent what projects are progressing and how much has been spent by National Grid on each project.

Great proposals for improvements. Critical that the whole industry works together towards solutions.

Security payment calculations are outdated

Enabling the flexibility of Energy Storage to reduce the reinforcement required rather than increase the reinforcement needed.

More visibility for distribution connecting customers where there is Statement of Works as we can only get information via the DNO.

Emergency and Restoration Code

GC0148 – Notification Letters



GC0148 – Notification Letters

- A requirement of the EU Emergency and Restoration Code requires the NGENSO to notify Defence Service Providers (Article 12) and Restoration Service Providers (Article 24) if they fall under the requirements of the Emergency and Restoration Code;
- The EU Emergency and Restoration Code now falls under UK law through Statutory Instrument SI 533 2019;
- Two notification letters prepared in respect of
 - Defence Service Providers
 - Restoration Service Providers
- As Defence and Restoration Service Providers already fall under the requirements of the Grid Code, they would already be satisfying the obligations of the Emergency and Restoration Code and therefore no further action is necessary;
- The letters are for information only and are required for the ESO to discharge its obligations under the Emergency and Restoration Code.

Q&A



Please ask any questions in the meeting chat

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



Thank you

Next Customer Connections Agora
19 October 2022

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