

Nicola Paton
Head of Customer Service
National Grid Electricity Transmission
nicola.paton@nationalgrid.com

Direct tel +44 (0) 1926 656703

www.nationalgrid.com

16th September 2013

Dear Colleague,

I am writing to invite you to our Customer Seminars in October 2013. Our Seminars are intended to provide an opportunity to talk about industry developments, share knowledge, and discuss any issues.

As with previous events we will be holding one Seminar in **London on 8th October** at the Grand Connaught Rooms and one in **Glasgow on 17th October** at the Radisson Blu. You are welcome to attend either seminar and further information regarding both venues can be found in Appendix 1.

In line with positive feedback at past events it is our intention to continue to deliver Industry Update presentations in the morning and Knowledge Sharing "Round Table" Surgeries in the afternoon.

In addition to the presentations and surgeries, we will be continuing with Interactive Zones that you will be able to visit during the morning and lunch breaks. The intention of these is to provide further opportunities to discuss issues on a one-to-one basis.

Order of the day

Industry Progress Update presentations

(8.45am arrival, with the opportunity to visit Interactive Zones, for 9.30am start)

We are currently developing the agenda for the morning presentations and expect the following areas to be covered:

- Key Policy Developments & Connections Update
- Customer Survey
- Electricity Market Reform (EMR)
- Charging & Access Development
- European Codes - RFG
- TO Business Update
- Operating The Network
- Network Development Policy (NDP) & Electricity Ten Year Statement (ETYS)
- SQSS Update
- Network Access Policy

Interactive Zones

(Available between 8.45 – 9.30am and during morning and lunch breaks)

These will provide an opportunity for you to talk to industry experts, on topics broad or specific, and take away supporting material. We expect the following topics to be available:

- Network Investment
- TO Investment zones
- Future Contracted Background

Knowledge Sharing “Round Table” Surgeries

(12.15pm arrival for 1.00pm start with expected finish at 5.00pm. Lunch will be served at 12.15pm)

For the afternoon session, we are pleased to offer you the opportunity to attend up to 3 surgeries of your choice. Each surgery will last up to 1 hour and is limited to a maximum of 7 customers per timeslot per surgery. You will be required to sign up to your choice of surgeries on the day at the registration desk.

We expect the following surgeries to be available:

- Grid Operations in 2020
- European Codes
- Charging
- Charging & Access Developments
- GB Network Access Policy
- Electricity Market Reform (EMR)
- Network Development Policy
- Security & Quality of Supply Standards

If there is something that you would want us to cover that doesn't appear on this list then please let us know.

There will also be the opportunity to network informally following the close of each seminar. Refreshments will be provided at each venue and we do hope that you will be able to join us.

If you would like to attend the Industry Update presentations, the Knowledge Sharing “Round Table” Surgeries or both sessions then please confirm via e-mail to Bridget.Kerr@nationalgrid.com by the close of 27th September. Please ensure that your confirmation includes the following information;

- 1) Which seminar you would like to attend, i.e. London or Glasgow.
- 2) Will you be attending the morning, afternoon or both sessions?
- 3) Any dietary or access requirements.

We look forward to meeting with you. In the meantime if you require information, assistance or would like to discuss the agenda then please contact either myself or your respective Customer Account Manager.

Yours faithfully,



Nicola Paton
Head of Customer Service
National Grid Electricity Transmission

Appendix 1 – Customer Seminar Venues

Industry Progress Update Session. 9.30am arrival, for 10am start.

Knowledge Sharing Round Table Surgeries. 12.15pm arrival, for 1.00pm start.

Refreshments will be provided throughout the day, and lunch will be available for all attendees.

Tuesday 8th October 2013

Grand Connaught Rooms, London

Address

Grand Connaught Rooms
61-65 Great Queen Street
London,
WC2B 5DA

Tel: 020 7344 5479

Please follow the links to view details of the venue and to get directions;

<http://www.grandconnaughtrooms.com/>

<http://goo.gl/maps/iNYjE>

Thursday 17th October 2013

Radisson Blu, Glasgow

Address

Radisson Blu,
301 Argyle Street,
Glasgow,
G2 8DL

Tel: 0141 204 3333

Please follow the link to view details of the hotel and to get directions;

<http://www.radissonblu.co.uk/hotel-glasgow>

<http://goo.gl/maps/W4xjz>