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1<sup>st</sup> March 2013

Dear Colleague,

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

These upcoming Seminars are especially important this year as you will have the opportunity to meet the new Customer Services Manager, Mrs Nicola Paton, who will be my replacement when I move into my new role in Commercial Operation at the start of April. I have thoroughly enjoyed my time in this role and I am confident that my successor will continue to drive improvements to the services we deliver. Nicola will be delivering an introductory presentation as well as hosting the Q&A session and there will also be the opportunity to speak to Nicola during various breaks throughout the day.

As with previous events we will be holding one Seminar in **London on 18<sup>th</sup> April** at the IET London (Savoy Place) and one in **Glasgow on 24<sup>th</sup> April** 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 & Stakeholder Engagement
- Electricity Market Reform (EMR)
- Charging & Access Development
- Grid Code High-level Introduction & Current Issues
- TO Business Update
- Operating The Network
- Ofgem: ITPR Work To Date (Guest Presenter from Ofgem)

### **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. Priority will be given to those customers that respond to this letter; however again we will endeavour to be as flexible as possible on the day to accommodate any additional requests.

A list of surgeries that we are currently planning to offer along with a brief summary can be found in Appendix 2. 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](mailto:Bridget.Kerr@nationalgrid.com) by the close of 28<sup>th</sup> March. 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) If you are attending the knowledge sharing “Round Table” surgeries, which sessions would like to take attend or suggestion of other surgeries?
- 4) 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,



Duncan Burt  
Customer Services Manager  
National Grid Electricity Transmission

## **Appendix 1 – Customer Seminar Venues**

**Industry Progress Update Session.** 8.45am arrival, for 9.30am 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.*

### **Thursday 18<sup>th</sup> April 2013**

#### **IET London: Savoy Place**

***Address***

IET London: Savoy Place,  
2 Savoy Place,  
London,  
WC2R 0BL

**Tel:** 020 7344 5479

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

<http://savoyplace.theiet.org/>

### **Wednesday 24<sup>th</sup> April 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>



## **Appendix 2 – ‘Round Table’ Knowledge Sharing Surgeries**

A list of surgeries that we are currently able to offer along with a brief summary is listed below. If there is something that you would want us to cover that doesn't appear on this list then please let us know. If there is no advance interest in certain surgery sessions we may therefore decide to remove these from the agenda.

### **1. Grid Code Introduction & Current Issues**

This session will provide an overview of the legislative framework that surrounds the Grid Code and a high level summary of the various Grid Code sections. There will also be an opportunity to discuss current Grid Code issues including current workgroups, industry consultations and recent authority decisions.

### **2. How does the European Network Code affect you?**

A new set of European Network Codes will become law in 2014. This session will be a discussion of the latest developments, how they may impact you and how you can get involved.

### **3. Ongoing Charging Developments**

A discussion of recent developments that have taken place with charging and what they may mean to you including the process and timescales for implementation of the various aspects.

### **4. Electricity Market Reform (EMR)**

A discussion on the elements of EMR and what they may mean to you including what the process and timescales are for the implementation of the various aspects.

### **5. Electricity Ten Year Statement (ETYS) and Network Development Policy (NDP)**

This session will look to review the first editions of the ETYS and NDP and consult with you on how we can develop the ETYS document to better meet your requirements going forward and understand your views on our NDP approach.

### **6. Ofgem: ITPR work to date**

This session offers you a chance to directly discuss your ITPR questions and concerns with Ofgem representative Siobhan Carty.

### **7. Operating the network**

This session will look at the current and future operational issues on the GB transmission network.

### **8. Customer & Stakeholder Engagement**

This session will give you the opportunity to:

- Hear what you have told us and what we are doing
- Share your views and help shape future engagement

### **9. Connection Charging**

A discussion on the calculation of connection charges as per the charging methodology. We propose to also cover the information flow from the Scottish Transmission Owners to GB System Operator, NGET in order to set Scottish connection charges. We only intend to offer this session at the Glasgow seminar. However if there is advance interest we would be happy to also offer this session at the London seminar.