

**National Grid Customer Seminar - Glasgow
April 2013**

Agenda for the day

08.45 - 09.30	Arrival - Interactive Zones with Tea/Coffee
Presentation Starts – 09:30	
09:30 – 09:40	Introduction – Julian Leslie
09:40 – 09:55	Key Policy Developments & Connections Update – Julian Leslie
09:55 - 10:05	Customer & Stakeholder Engagement Session – Steve Thompson
10:05 – 10:15	EMR – John Perkins
10:15 – 10:30	Charging & Access Development – Patrick Hynes
10:30 – 10:40	Grid Code and European Network Codes – Tom Derry
10:40 – 11:10	Coffee break - Another chance to see Interactive Zones
11:10 – 11:40	TO business update – NGET / SP Transmission / SSE Transmission
11:40 – 11:55	Grid Operations in 2020 – Julian Leslie
11:55 – 12:05	Ofgem: ITPR work to date – Siobhan Carty
12:05 – 12:15	Q&A – Nicola Paton
12:15 – 13:00	Lunch - Another chance to see Interactive Zones
Round Table Surgeries Start – 1pm	
1.00 pm – 2.00 pm	Surgery Session One
2.00 pm – 2.15 pm	Coffee Break
2.15 pm – 3.15 pm	Surgery Session Two
3.15 pm – 3.30 pm	Break
3.30 pm – 4.30 pm	Surgery Session Three

Surgeries:

- European Network Codes – **Rob Wilson**
- Introduction to Grid Code – **Tom Derry**
- Charging & Access Development – **Patrick Hynes**
- Customer & Stakeholder Engagement – **Les Jenkins**
- Electricity Market Reform (EMR) – **John Perkins / Roisin Quinn**
- Ofgem: ITPR work to date – **Siobhan Carty (Ofgem)**
- ETYS / NDP – **Juliana Pollitt & Bee Hun Tan**