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Customer Connections *Agora*
27th January 2023

Introduction

The Customer Connection Agora Sessions are aiming to:

- ✓ provide an opportunity to learn about a variety of subjects such as Connection Processes, 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 Questions and Answers segment.

Next Agora

15 February 2023

10.00am - 10.45am

**Implementation of Grid Code
Modification - GC0141: Compliance
Processes & Modelling**

January 2023 Agora presented by

Susana Neves e Brooks

Head of Connections
Networks



Agenda

- You Said...We Did
- Questions and Answers

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

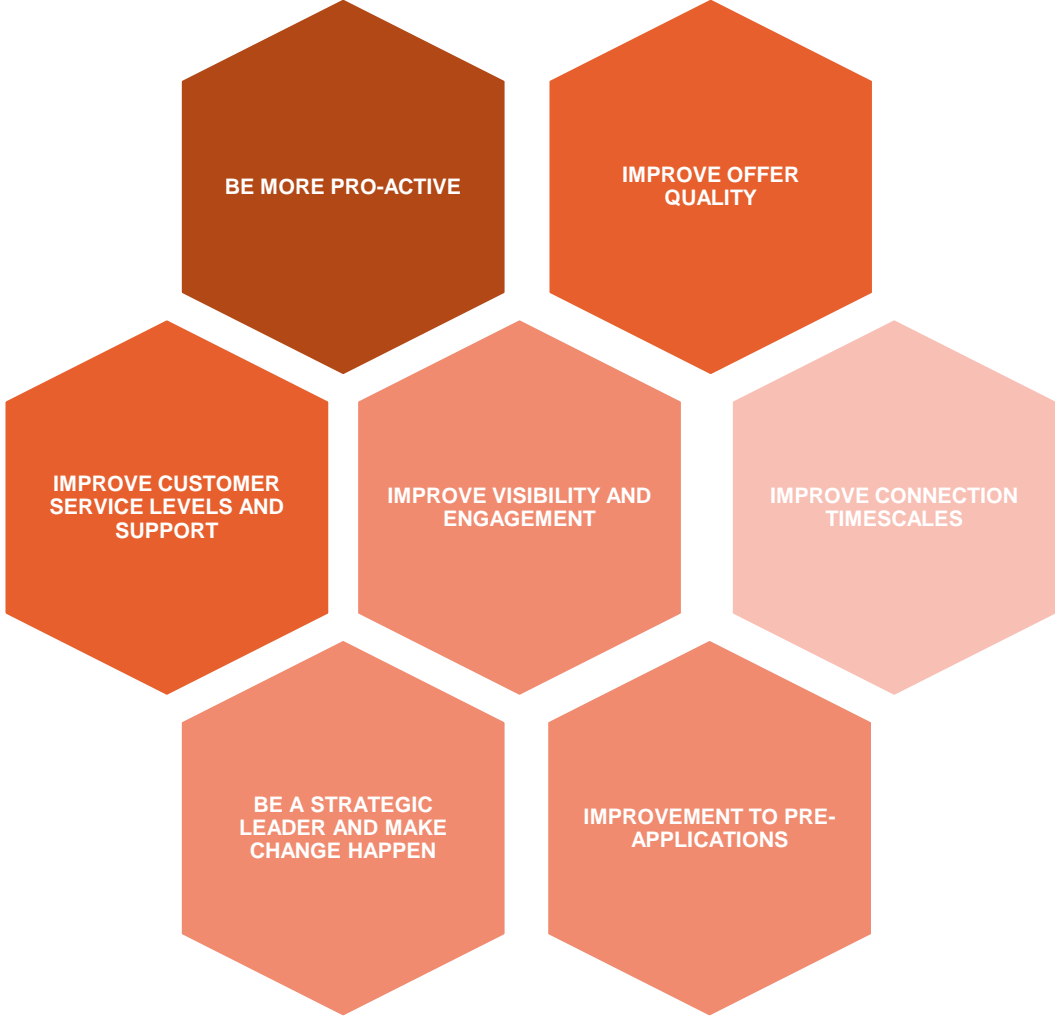


You Said...We Did



Please ask any questions in the meeting chat

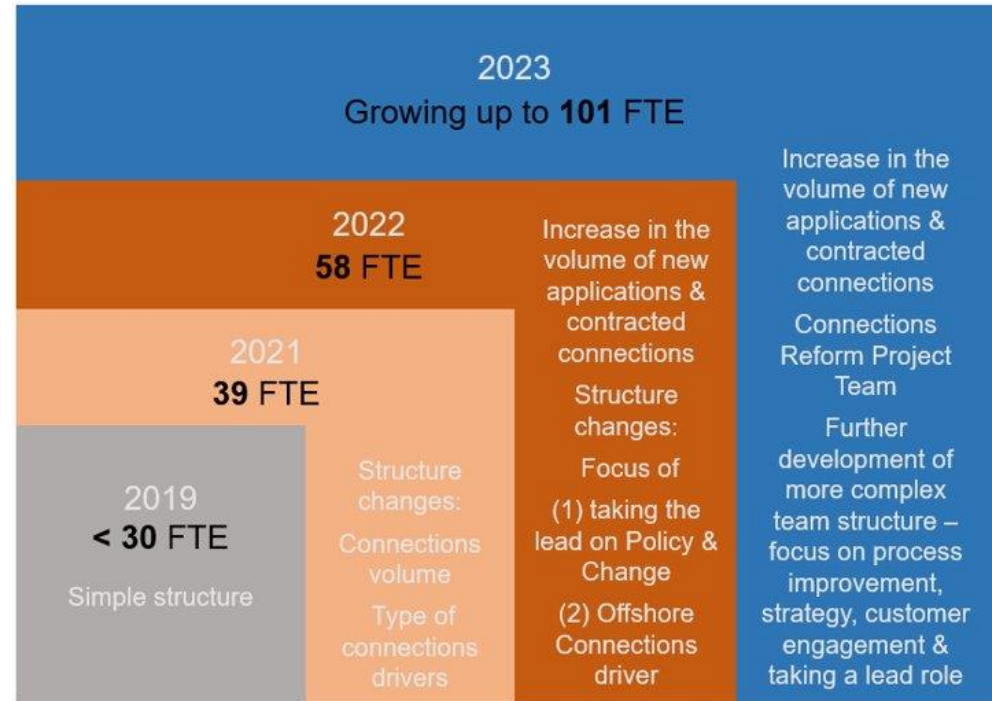
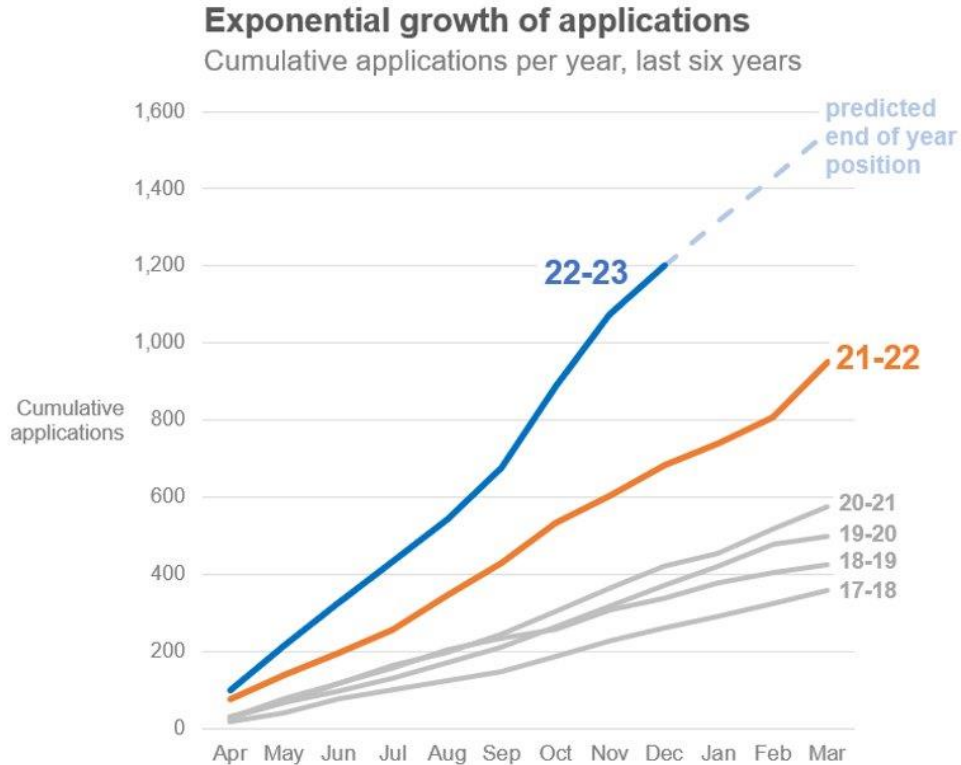
YOU SAID, WE DID



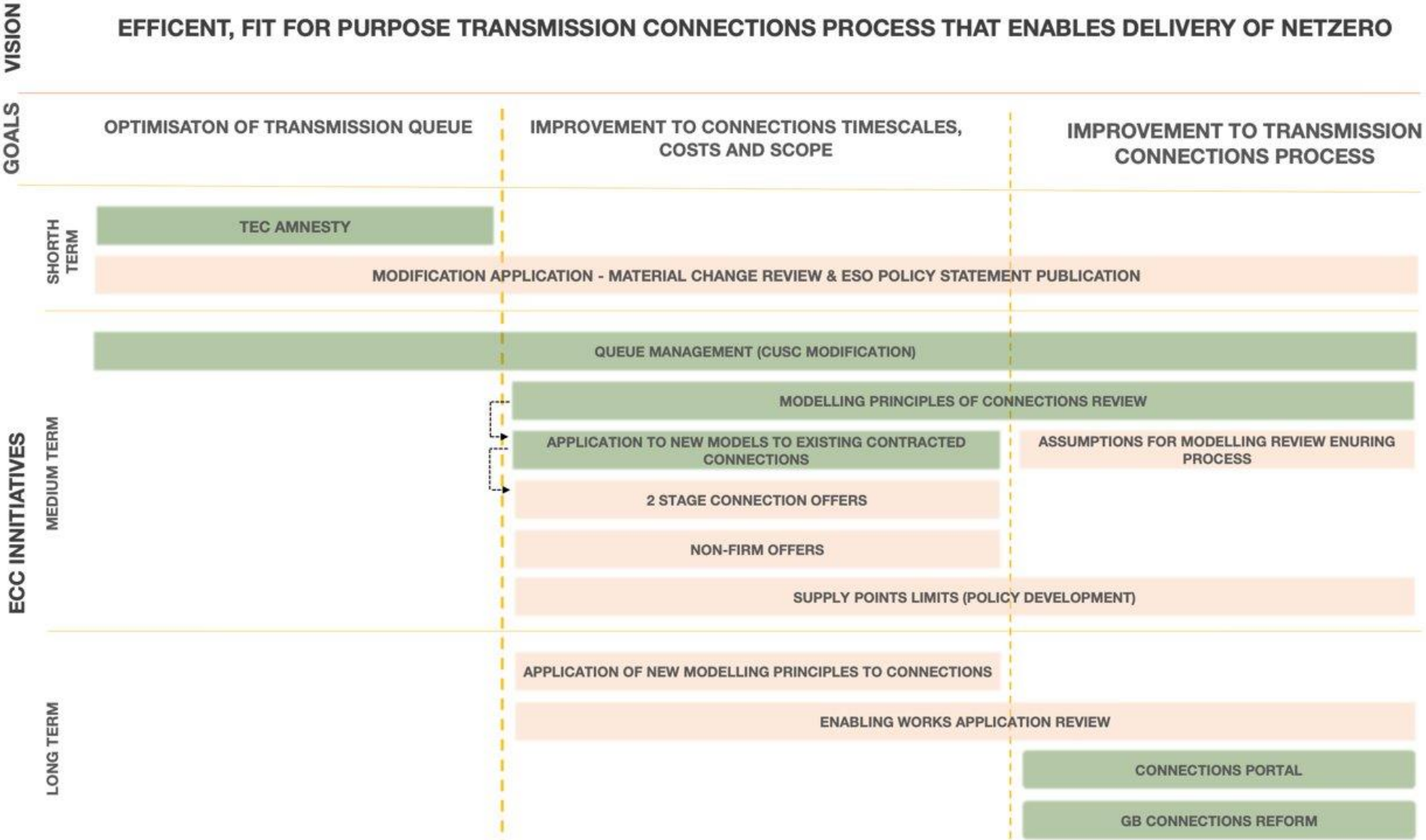
YOU SAID, WE DID



RESPONSE TO THE CHALLENGES – TEAM GROWTH



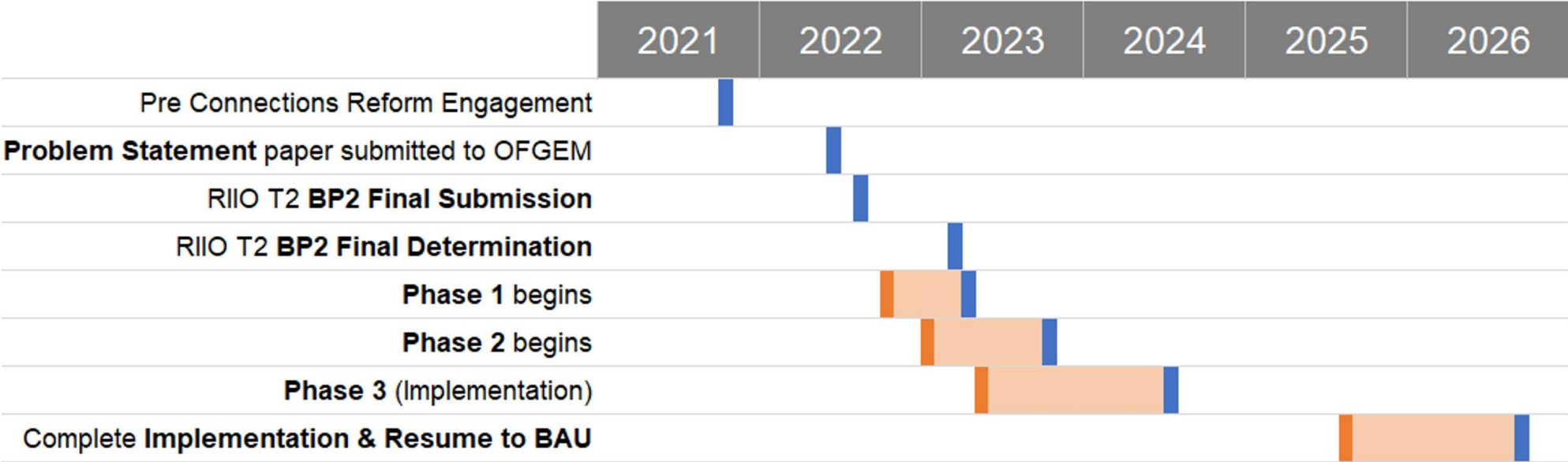
RESPONSE TO THE CHALLENGES – SHORT, MEDIUM AND LONG TERM INITIATIVES



KEY:

- IN DELIVERY
- IN DEVELOPMENT

RESPONSE TO THE CHALLENGES – CONNECTIONS REFORM PROJECT



KEY:



New date

Original date

CUSTOMER SURVEY ON EVENTS AND COMMUNICATION PLAN

We have multiple types of Customer and Stakeholder engagement proposals that we would like your feedback on:

Regional Connections Seminars: After three successful in-person events in 2022, we are looking to return to Glasgow and London for the ESO Customer Connections Seminars. This is an opportunity to find out about key topics in the Networks space, engage with industry peers and feed into discussions.

Connections Agora: This monthly online forum gives a you an opportunity to deep dive into important Connections topics and ask questions directly to our team.

Connections Newsletters: This is our preferred method of communicating changes and updates on BAU activities, the Customer Connections Portal and Connections Reform. You must be signed up to our mailing list to receive this.

***NEW* Regional Meet the Managers Events:** This engagement is an opportunity to engage in person with the connections management team.

Any events for subject specific or project-based work, such as on a specific subject matter, Connections Portal and Connections Reform Project will be set up as required and also communicated via normal channels



Q&A

Feedback



Please ask any questions in the meeting chat

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Questions and Answers

No	Questions	Answers
1	Would the applications submitted prior to the introduction of the new 2-stage offer shall be included in the new offer process?	Once the two step offer process comes into effect, it will apply to all applications that are due to be offered including those that are in flight.
2	Why is Appendix Q being included before CMP376 has been approved?	Appendix Q will not be included in any agreements until CMP 376 has/if been approved by Ofgem.
3	I assume the growth in FTE presented is for ESO. What would be the impact of this growth if FTEs in relevant TOs do not grow in proportion?	We communicate our growth plan with OFGEM and TOs. ESO and TOs are under different regulatory arrangements in terms of business plan and how much we can change. We all are trying to increase our numbers, but it also depend upon the individual business plans.
4	Will the strategic connections group with the ENA directly involve customers, or include a stakeholder panel etc?	This group is not set by ESO. This was the task set by government through BEIS and ESO is one party to it. This group is focused on how we improve connections timescales for customers.
5	It would be useful as part of your reform process to look at the clock-start process for BEGA/BELLA applications. We've had a few recently where the ESO/TO (mostly in Scotland) keep flagging apparent discrepancies between the BEGA/BELLA application and requirements that the DNO has decided (such as connection date, etc). It shouldn't be up to the customer making the BEGA application to act as an intermediary to tie up the DNO and TO requirements. The applications should be able to be clock started, and the DNO / TO / ESO should have those debates after the clock start.	This is part of the discussions at the moment in terms of what we can do to have those improvements and the discussions are happening within the connections reform space. We are also talking about this as part of the ENA Strategic Connections Group. We understand the process can be improved and there is a need to recognize the different frameworks, the different codes and how we address these. So, this is an area that we'll be looking as part of the reform. We might not be able to identify all the actions that need to be done because there will be dependency with working with the DNOs and TOs. But between having the connections reform and the ENA Strategic Connections Group, this is an area that certainly will be under review.

Questions and Answers Continues..

No	Questions	Answers
6	What is the date start for two stage offers?	We are still working with the TO's and Ofgem on the final process, as soon as we know a date, we will communicate this to industry.
7	Can you answer why the 7th December start date for the two-stage offer was delayed?	We were not in a position with the TO's and Ofgem on the 7th December to go ahead with the two stage offer process
8	Will industry be involved in development of two-stage offer process, if it has direct impact on developers but they're not being consulted, how will you ensure the change is in everyone's best interest?	The two step offer process is in the interest of industry as this process is being brought in to allow the CPA results to be brought into all connections agreements and therefore hopefully improving connection dates and reducing works.
9	If we apply today and assuming the 2-stage offer is implemented in next 2 weeks, the offer shall be based on the 2-stage offer?	Yes, that is correct
10	Is there a standard ESO engagement process with the applicant in the 90 days following issue of an offer e.g., what should happen once an applicant raises queries with an offer? Is offer validity reset to 90 days again if the offer requires modification & re-issue following queries raised by the applicant?	The Contract manager and the customer will discuss the terms of the agreement and if any changes need to be made as part of a re-offer.
11	When is CMP328 implementation date? (Distribution Impact Assessment)?	This has been delayed until the 28th February 2023.
12	How much of this headcount growth are new hires and how many are moved from other sections of the business? Is this headcount growth purely admin and design or are their delivery staff as well? If it is design and delivery what is the split?	The headcount growth is across the ESO and across the various teams in the Connections department. With regards to Build and construction, it is with TOs and they are also trying to grow their headcounts and we do share the information with each others.

Questions and Answers Continues..

No	Questions	Answers
13	It is taking well more than 8 weeks for access to NGET engineer for a pre-app meeting. Acknowledgement of the request is taking well more than 4 weeks!! What are your proposed SLA for this?	We are working closely with all three TO's to improve the pre application process.
14	With regard to queue management, are NG looking to put in place milestones for projects and if projects ahead in the queue aren't hitting these, will earlier connection dates be offered to projects in the queue that are reaching these development milestones?	Yes CMP 376 proposes to include milestones into connections agreements that projects will need to meet, if they are not met then for some milestones the ESO will Terminate agreements automatically, for other milestones the ESO will have the right to terminate the agreements.
15	Would it not be easier to stop any applications asking for more that 4 year ahead connection date, we are seeing GW of capacity taken by institutions rather than actual customers?	We do not want to stop receiving applications all together as we do not want to close the market.
16	Is there a risk that the 2-stage process just delays the complex system analysis required and could encourage speculative applications further blocking the queue?	The two step offer process is in the interest of industry as this process is being brought in to allow the CPA results to be brought into all Connection Agreements and therefore hopefully improving connection dates and reducing works.
17	How is progress going on the whole system queue? Delays in DNOs submitting Project Progressions continues to disadvantage distribution customers	This is not something that we are currently working on however we are reviewing options as to how this may work.
18	When is ESO likely to make announcement on neutral treatment of BESS? What would be the criterion for offering capacity to contracted BESS customers?	The policy is intended to be finalised and agreed by end of March, but the application would depend on the TO. Criterion would be to offer capacity to BESS based on queue order- so earlier in the queue would get updated contract first

Questions and Answers Continues..

No	Questions	Answers
19	We received an offer on January 25th and the grid connection date is June 1, 2036, that's 13 years from now is this really the service level NG are looking to achieve?	Unfortunately, due to the volume of applications that we receive this is the situation are currently in. This is why we are looking to bring in the two step offer process in to allow the CPA results to be brought into agreements which will hopefully improve connection dates and reduce works.
20	Can telephone numbers be added to ESO signature blocks for all staff please?	We were not aware that this was not already in place, we will cascade this to all staff members.
21	Are you speaking on behalf of ESO and NG or just ESO?	Just the ESO, this is an ESO webinar.
22	Has Short Term Transmission Entry Capacity been considered as a solution to unlock contracted capacity to allow projects ready to build to connect?	We have looked at a number of solutions to address the current problems, this includes TEC Amnesty, Queue Management and the CPA/BESS review ahead of the Connections reform.
23	If the TOs (Scottish ones in particular) had decent pre-app resources online, like the DNOs, there would be less pressure on the need for pre-apps. NGED (WPD) can turn one around in 2 weeks and also have a wealth of self-serve info online. We also often don't need all the reps on the call, just the local planner.	We are working closely with all three TO's to improve the pre application process.
24	Recent meeting with TO had 15 people in. Took 5 months to arrange a 30 minutes meeting. Indeed, that's why they take so long to arrange. Just need a PSE really. Perhaps an option for a "lite" pre-app would be a good one if you are familiar with the process	We are working closely with all three TO's to improve the pre application process

Questions and Answers Continues..

No	Questions	Answers
25	What about shut/mothballed plant? Are they going to be made to give up TEC after X years?	It is completely customer choice if they wish to partake in the TEC Amnesty.
26	Why do Ofgem state that the decision with regards to the 2 stage offer process is still to be made? NG seem very assured that it is happening, this is in direct contradiction to what Ofgem are saying.	We are still working with the TO's and Ofgem on the final process, as soon as we know a date, we will communicate this to industry.
27	A simple improvement for the ENA Strategic Connections Group would be to run regular Dissemination Forums like they do for Open Networks.	We will feed this back, thank you.
28	I still don't agree with the principle that a 2-stage process will accelerate connection dates. My fear is that in practice the first offer will just be a worst-case date that the second stage will be easy to improve upon. So, there would in reality be no improvement from the 2-step vs the current process. Also, currently TOs are obliged to provide an offer at lowest cost and best date anyway, have they not been doing that? Precisely how will an additional 3 months enable accelerations in programme. I speak with TOs throughout development process and if there is an ability to accelerate a connection date, they will do that. Also, could a mod app request for connection date improvement not deliver the same result as the 2-step process. For me the main blockers to acceleration are lack of TO/NGESO resource, OFGEM regulations and planning consent timelines. Not sure this process change will see meaningful change other than increase TO/NGESO workload and time to provide an offer. All of the above ignores the fact that even if there is an acceleration on the offer date at application stage, the connection date will likely be delayed by any one of the blockers I mentioned previously later down the line.	The two step offer process is in the interest of industry as this process is being brought in to allow the CPA results to be brought into all Connection Agreements and therefore hopefully improving connection dates and reducing works.

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



Thank you

Next Customer Connections Agora
15 February 2023

Please ask any questions in the meeting chat

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