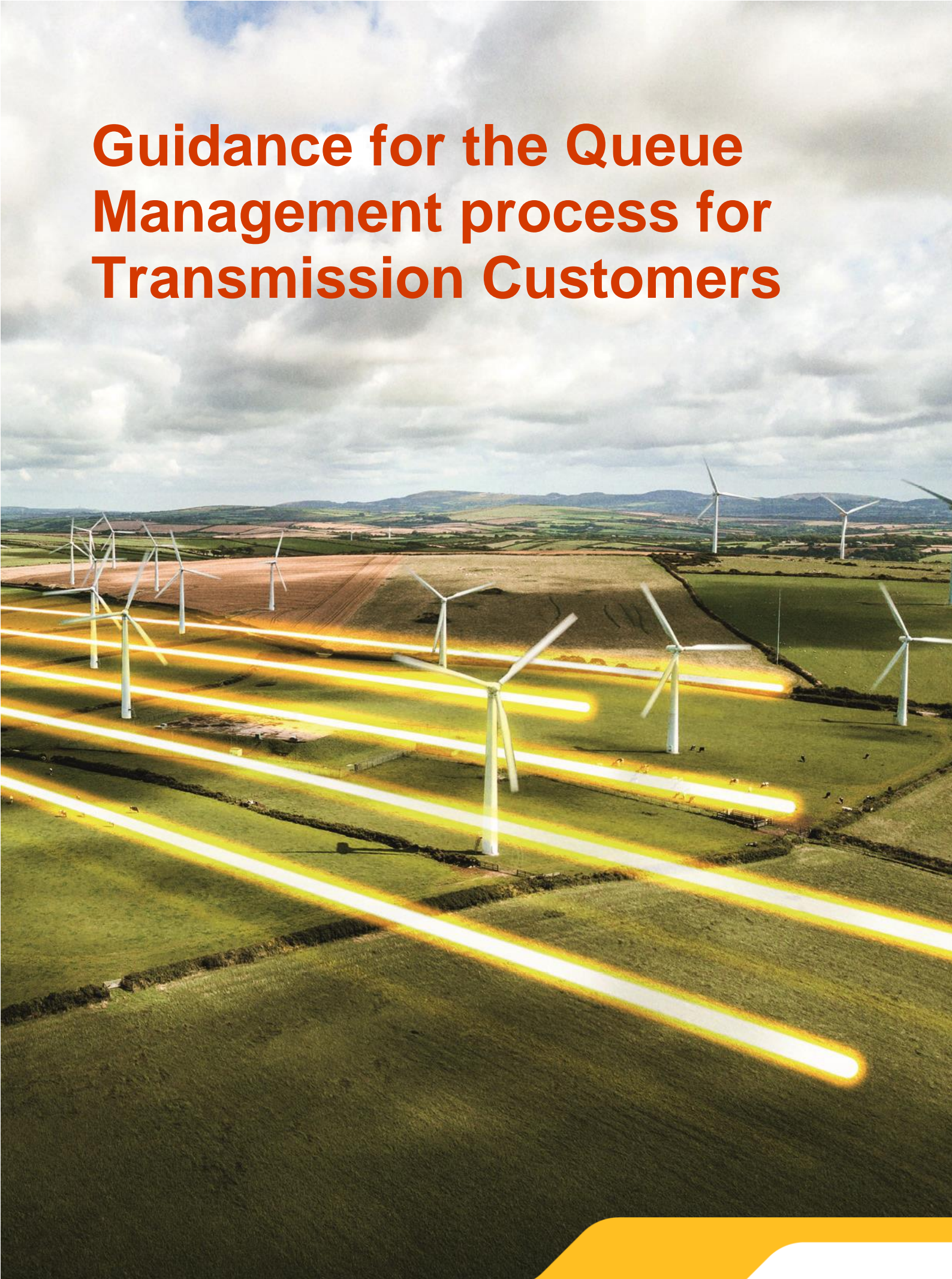


Guidance for the Queue Management process for Transmission Customers



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| Version | Author | Date | Changes |
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| 0.1 | Kavita Patel | September 2023 | First draft |
| 0.2 | Kavita Patel | November 2023 | First published |
| 0.3 | Kavita Patel | January 2024 | Removal of the calculator link and updated links for reference materials. |

Introduction

On the 13 November 2023, a code change called CMP 376: *Inclusion of Queue Management process within the CUSC* was introduced into the CUSC (and therefore the associated Construction Agreements) to manage Transmission Construction Agreements. This code change applies across Great Britain, including Offshore (in terms of its connection to the onshore transmission network). This code change introduces a right for the Electricity System Operator (ESO) to terminate Construction Agreements Users which are not progressing against User Progression Milestones via the Queue Management process. This will enable network capacity to be fully utilised, more robust network investment decisions to be taken, and allow other projects – which are progressing – the best chance to progress and connect.

There are similar, but separate, arrangements already in place for Distribution Connections (link to the ENA guidance can be found [here](#)).

The code change (CMP376¹) date of implementation is 27 November 2023. The decision letter from Ofgem approving the code change can be found [here](#).²

Purpose of this guidance

This guide enables CUSC parties to understand in practical terms how the Transmission Queue Management process will work operationally from 27 November 2023 onwards, particularly where Users need to demonstrate progress against User Progression Milestones which are linked to dates set out in the agreement(s) they have with the ESO.

This guide includes:

- What the new Transmission Queue Management process is.
- What Users can expect to see in the Construction Agreements they hold with the ESO.
- What evidence Users need to provide to show how they meet the User Progression Milestone dates and how this is to be provided.
- Flow process diagrams to set out the overall process and scenario examples to demonstrate how the process will apply.
- What happens if Users are not able to meet their User Progression Milestone dates, including how the Exceptions process and termination process works; and
- Clarification on how the CUSC disputes process interacts with the new Queue Management process.

The scope of Transmission Queue Management process within the CUSC:

The key components of the new Transmission Queue Management process include:

- A set of eight prescribed User Progression Milestones to be added into Users' Construction Agreements by the addition of an Appendix Q:
- Associated timescales by which each of the eight User Progression Milestones must be met by the connecting User.

¹ [CMP376: Inclusion of Queue Management process within the CUSC | ESO \(nationalgrideso.com\)](#)

² [CMP376 Decision final 131123 \(ofgem.gov.uk\)](#)

- The acceptable forms of evidence that must be provided to the ESO to confirm User compliance with their eight User Progression Milestones; and
- Outcomes for resolving non-compliance, including an Exceptions process and powers for ESO to terminate Agreements where one (or more) of the User Progression Milestones has not been met.

These provisions are set out in CUSC Section 16, with the project specific User Progression Milestone dates set out in Appendix Q within the Construction Agreement for each User (on a project-by-project basis).

To confirm, the Transmission Queue Management process in CUSC does not apply to parties embedded in a distribution system as they are subject to the (separate) Distribution Queue Management process through their arrangements with the DNO.

This Transmission Queue Management only applies to any project being connected to the National Electricity Transmission System and so, for example, this includes the onshore elements for an Offshore wind farm project but not any Offshore Transmission being built by that wind farm which will, on transfer to an OFTO, form part of the National Electricity Transmission System.

User Progression Milestones: The dates of the User Progression Milestones will be included in the Construction Agreement (Appendix Q) and the dates for these will be calculated by working backwards from the contracted Completion Date. Milestone duration time is determined from a look-up table³ as per CUSC Section 16, based on the period from the offer date of the Agreement to the contracted Completion Date.

First modification applications:

In the case of the first Modification Application made by a User after CMP376 implementation (27 November 2023) for any pre-existing Construction Agreement(s) (and which introduces the Transmission Queue Management process into that pre-existing Construction Agreement), User Progression Milestones are set based on the Modification Application Offer Date and the Completion Date in that Offer.

For any subsequent Modification Application made by a User, User Progression Milestone dates stay fixed – even where changes are made to the Completion Date – unless there is an exceptional issue or ESO discretion in relation to termination of M5-M8 is engaged, as stated in CUSC section 16 Paragraph 16.5.

Evidence: to be submitted via the Connections Portal for each User Progression Milestone (and is set out in the CUSC).

Terminations: There is a 60-calendar day remedy period to rectify any missed User Progression Milestones, following 60- calendar day and 30- calendar day reminder notices before a User Progression Milestone is due.

The User Progression Milestones are, reflecting the stage in the programme of activities, classified as “Conditional” or “Construction”.

The ESO will terminate where Users miss Conditional Milestones M1, M2 and M3.

The ESO has the right to terminate where Users miss Construction Milestones M5, M6, M7 and M8. There will be an internal ESO escalation process before this right is exercised in respect of Construction Milestones only.

Disputes: Under the CUSC dispute process, disputes around the Transmission Queue Management Process would be treated as an “Other Dispute”.

The following table shows how the Transmission Queue Management process will be applied to Construction Agreements for any inflight Modification (where an application has Clock Started but not yet been Offered) or

³ This look up table, in summary form, can be seen on page [6-7] below.

first Modification Application made by a User after the implementation of CMP376 (so from 27 November 2023 onwards).

Subsequent Modification Applications made by a User to realign the construction programme will not result in an automatic realignment of User Progression Milestone dates.

| Type of modification | Do exceptional circumstances apply? | Does the Completion Date change? | Do the Milestones Change? | Example | Completion date impact | Milestones impact |
|---|-------------------------------------|----------------------------------|---------------------------|--|---|---|
| Non-date Modification Application | No | No | No | Additional TEC | A two-stage offer would be issued with two completion dates for the original and additional TEC | Two sets of milestones would be set based on the different completion dates |
| | | | | Change of technology | The completion date remains unchanged or two-stage offer | Milestones remain unchanged |
| Date Modification Application | No | Yes | No | Going from four to five year completion date | The completion date moves back one year | The previously agreed milestone dates, based on four years, remain in place |
| Modification Application a result of exceptional circumstances (exceptions) | Yes | Possible | Yes | User is required to send Modification Application after an exception | The original completion date remains in place or a new completion date is offered | New milestones will be set for those milestones that haven't been met yet, based on new offer and completion dates. |
| Pre-Queue Management contract mod app | No | Possible | No* | User makes any Modification Application after CMP376 implementation date | The original completion date remains in place or a new completion date is offered | *Milestones are set based on the Modification Application offer date and the completion date in that offer; after that they cannot be changed unless under exceptions |

How Transmission Queue Management process will be applied to existing and any new offers post CMP376 implementation

Any offers made by the ESO in response to a new or modified Connection Application after the implementation date of CUSC Modification CMP376 (from 27 November 2023) will reflect this new Transmission Queue Management process. This will include the new appendix Q with User Progression Milestones along with updated section 16 clauses.

The ESO will notify Users with existing or offered Construction Agreements as at the 27 November 2023 within 10 business days of implementation of CUSC Modification CMP376 (by 11 December 2023).

There is then the option for each User to either make a Modification Application for a new Completion Date or have User Progression Milestones applied to their existing Completion Date. If a Modification Application is submitted by the User, then the Modification Offer will introduce the Transmission Queue Management process. Appendix Q will be created by the ESO based on the Completion Date offered in the Modification Offer. Standard Modification Application fees will apply.

If a Modification Application is not submitted within 6 months of implementation of CUSC Modification CMP376 (so by 27 May 2024) or a Modification Application is submitted within 6 months (by 27 May 2024) but the Modification Offer is not accepted, then the ESO will issue an Agreement to Vary for the User's existing Construction Agreement. This will be based on the Construction Programme within that User's existing Construction Agreement. If this Agreement to Vary is not accepted by the User, the ESO will rely on the variations clause (usually Clause 15) within the existing Construction Agreement to implement the required changes to the existing User Construction Agreement.

For existing Construction Agreements where the Connection Date is prior to 27 November 2025, these will not have Queue Management introduced through the above processes except where the project is not able to demonstrate to the reasonable satisfaction of ESO that they are progressing towards that Connection Date in accordance with the construction programme. The ESO will notify Users where they consider this to be the case and the processes above will then apply. There is then the option for each User to either make a Modification Application (in this case within 2 months of the notice, rather than 6 months) for a new Completion Date or have User Progression Milestones applied to their existing Completion Date. If a Modification Application is submitted by the User, then the Modification Offer will introduce the Transmission Queue Management process. Appendix

Q will be created by the ESO based on the Date offered in the Modification Offer. Standard Modification Application fees will apply.

If a Modification Application is not submitted within 2 months of the Notice or a Modification Application is submitted within 2 months, but the Modification Offer is not accepted, the ESO will issue an Agreement to Vary for the User's existing Construction Agreement. This will be based on the Construction Programme within that User's existing Construction Agreement. If this Agreement to Vary is not accepted by the User, the ESO will rely on the variations clause within the existing Construction Agreement to implement the required changes to the existing User Construction Agreement.

The ESO will be in touch with all Customers with a Connection Date prior to the 27 November 2025 to let them know if their project falls within this category or not.

Population of Appendix Q and interaction with Appendix J

The Construction Agreement includes two appendices for programme related activities: Appendix J (Construction Programme) and Appendix Q (User Progression Milestones).

Appendix J and Appendix Q will remain separate and have been aligned to prevent any further change to the format of the existing Appendix J. The Milestone dates in Appendix Q will be derived in accordance with CUSC Section 16, and the table from that is set out for ease as follows.

Appendix Q will include User Progression Milestones as set out in CUSC Section 16 and is separated into Conditional Progression Milestones and Construction Progression Milestones, which have different termination rights:

Conditional Progression Milestones

Construction Progression Milestones

| | |
|--|---|
| Milestone 1 - Initiated Statutory Consents and Planning Permission | Milestone 5 - Contestable Design Works Submission – if the User chooses to go down this route. Otherwise, it will be marked as N/A |
| Milestone 2 - Secured Statutory Consents and Planning Permission | Milestone 6 - Agree Construction Plan |
| Milestone 3 - Secure Land Rights | Milestone 7 - Project Commitment |
| Milestone 4 - N/A | Milestone 8 - Initiate Construction |

Appendix J Construction Programme - covers programme related activities in the Construction Agreement, which sets the User Progression Milestones by reference to the original programme in Appendix J by setting the agreed programme of works to be carried out which can change by Agreement between the ESO and Relevant Transmission Licensee and the User.

Contracted dates in Appendix J will be regularly reviewed with the relevant ESO Connections Contract Manager (CCM) as part of project progression calls.

Given the two specific and different purposes of Appendix J and Appendix Q, both Appendix J and Appendix Q will remain separate.

Although the activities in both can be similar, the dates for these in Appendix J and Appendix Q will not necessarily always align and Users will need to be mindful of this where they make Modification Applications to change the Construction Programme.

The User Progression Milestone dates in Appendix Q will be derived in accordance with CUSC Section 16, and the table from that Section is set out for ease as follows.

ESO

Where durations are referred to as being “bilaterally negotiated” this means that the ESO, Relevant Transmission Licensee and the **User** will aim to agree the durations for the purposes of Appendix Q during the Offer preparation period. Where not so agreed by the time the Offer is made, Appendix Q will reflect the durations proposed by the ESO and Relevant Transmission Licensee and discussions will continue with a view to agreeing these during the Offer acceptance period.

| Conditional Progression Milestones | From 0 up to 2 years (0 – 729 days) from contracted Completion date | 2 up to 3 years (730 – 1094 days) from contracted Completion date | 3 up to 4 years (1095 to 1459 days) from contracted Completion date | 4 up to 5 years (1460 – 1824 days) from contracted Completion date | 5 years (1825 days) and above from contracted Completion date |
|---|--|--|--|---|--|
| Milestones: | All durations referenced back from contracted Completion Date | | | | |
| M1 - Initiated Statutory Consents and Planning Permission | Bilaterally negotiated | 18 months | 24 months | 36 months | 48 months |
| M2 - Secured Statutory Consents and Planning Permission | | 12 months | 18 months | 24 months | 30 months |
| M3 - Secure Land Rights | | 21 months | 27 months | 39 months | 51 months |

| Construction Progression Milestones | From 0 up to 2 years (0 – 729 days) from contracted Completion date | 2 up to 3 years (730 – 1094 days) from contracted Completion date | 3 up to 4 years (1095 to 1459 days) from contracted Completion date | 4 up to 5 years (1460 – 1824 days) from contracted Completion date | 5 years (1825 days) and above from contracted Completion date |
|--|--|--|--|---|--|
| Milestones: | All durations referenced back from contracted Completion Date | | | | |
| M5 - Contestable Design Works Submission | Bilaterally negotiated | 12 months | 15 months | 18 months | 21 months |
| M6 - Agree Construction Plan | | 9 Months | 12 months | 15 months | 18 Months |
| M7 - Project Commitment | | 6 Months | 9 months | 12 months | 15 Months |
| M8 - Initiate Construction | | 3 months | 6 Months | 9 months | 12 months |

Below is an example of User Progression Milestone dates for a proposed Completion Date of 01 November 2027. (3 – 4 year column)

| M1 | M2 | M3 | M4 | M5 | M6 | M7 | M8 |
|------------|------------|------------|-----|------------|------------|------------|------------|
| 01/11/2025 | 01/05/2026 | 01/08/2025 | N/A | 01/08/2026 | 01/11/2026 | 01/02/2027 | 01/05/2027 |

Below is an example of User Progression Milestone dates for a proposed Completion Date of 01 January 2033 (5 year plus column).

| M1 | M2 | M3 | M4 | M5 | M6 | M7 | M8 |
|------------|------------|------------|-----|------------|------------|------------|------------|
| 01/01/2029 | 01/07/2030 | 01/10/2028 | N/A | 01/04/2031 | 01/07/2031 | 01/10/2031 | 01/01/2032 |

What evidence will each User need to provide to show they have met their project Milestones

Users will need to provide evidence of meeting each individual User Progression Milestone as set out in CUSC Section 16. The below table explains in practical terms the types of evidence a User can submit to meet the evidence requirement, which the ESO will verify.

| Milestone | Examples of evidence submission |
|---|---|
| Milestone 1) Initiated Statutory Consents and Planning Permission | <p>Planning application reference number (that is provided to User once they have submitted their application and it has been validated by the relevant Statutory Authority).</p> <p>The ESO will confirm against the Planning Portal (if the site is located in England and Wales) or Scottish Government - Energy Consents Unit - Application Search (if the site is located in Scotland) or alternatively it will confirm with relevant Statutory Authority.</p> <p>If the User's project does not require a statutory consent, then the User needs to provide a signed letter from the companies Director stating that no statutory consent is required.</p> <p>The User to upload the evidence via the Connections Portal for approval by the ESO.</p> |
| Milestone 2) Secured Statutory Consents and Planning Permission | <p>The ESO will validate following the submission of the letter (from the User) on the Local Authority website.</p> <p>Checks will ensure location of the site, technology and MW are in line with the Users Agreement.</p> <p>(Note: what will not be accepted by the ESO: Meeting minutes or Outline planning permission).</p> <p>User to upload the evidence via the customer portal for approval by the ESO.</p> |

| | |
|--|--|
| <p>Milestone 3) Secure Land Rights</p> | <p>The User shall provide documentation to the ESO to demonstrate that:</p> <p>(i) The User is an owner or tenant of the land on which the proposed site is or will be situated; or</p> <p>(ii) The User has entered into an agreement to lease the land from the owner of the land on which the proposed site is or will be situated; or</p> <p>(iii) The User has an option to purchase or to lease the land from the owner of the land on which the proposed site is or will be situated; or</p> <p>(iv) The User has entered into an exclusivity agreement in relation to the land with the owner of the land on which the proposed site is or will be situated; or</p> <p>(v) For an offshore site, the User has entered into an agreement for occupation or use of the seabed upon which the User's project (excluding any OTSDUW) is or will be located.</p> <p>Note: the obligation on the User is to secure and evidence (to the ESO) the land right for the site of the installation e.g., Power Station so the evidence does not relate to rights e.g., easements associated with that site, cable routes or OTSDUW.</p> <p>The User to upload the evidence via the Connections Portal for approval by the ESO.</p> |
| <p>Milestone 4) N/A for Transmission</p> | <p>This milestone does not apply for Transmission Queue Management</p> |
| <p>Milestone 5) Contestable Design Works Submission</p> <p>This milestone will apply where a User has gone down the contestable route for connection.</p> <p>If a User was to submit a Modification Application (to the ESO) to take on contestable works, then this User Progression Milestone will be included in their revised appendices provided with the ATV.</p> | <p>Email/Letter confirmation from the Relevant Transmission Licensee (RTL) to the User to state the design obligations are bilaterally agreed (between the RTL and the User).</p> <p>The User to upload the evidence via the Connections Portal for approval by the ESO.</p> |
| <p>Milestone 6) Agree Construction Plan</p> | <p>Email/Letter confirmation from Relevant Transmission Licensee to the User setting out that the Users Construction Programme has been agreed.</p> <p>The User to upload the evidence via the customer portal for approval by the ESO.</p> |
| <p>Milestone 7) Project Commitment</p> | <p>One of the following:</p> <ul style="list-style-type: none"> • A copy of a Binding contract, Civil/electrical or Balance of Plant contracts to show it relates to the specific project; or • A document to show award of a governmental or regulatory subsidy has been achieved for the specific project; or |

| | |
|--|---|
| | <ul style="list-style-type: none"> • Capital contribution - Not all projects require these and thus this option to evidence M7 will not be open to all Users. In any case, where it does apply, the understanding is that the User would have to have paid for the full value of all connection assets, pre-connection, and in practice this would mean by the time of milestone 7. This could be in lump sum or instalment, dictated by the Relevant Transmission Licensee; or • A signed paper from the User's Board of Directors evidencing a Final Investment Decision. <p>The User to upload the evidence via the Connections Portal for approval by the ESO.</p> |
| <p>Milestone 8) Initiate Construction</p> | <p>Evidence for meeting this milestone will be a letter from the User's Board of Directors or equivalent to state construction has commenced.</p> <p>Additional evidence which can be provided alongside this letter are detailed below:</p> <p>Examples – Photos of the construction works underway at the site, invoice for contractors for the construction works underway at the site.</p> <p>The User to upload the evidence via the Connections Portal for approval by the ESO.</p> |

How do I submit evidence

Below is the process for submitting and verifying evidence for each User Progression Milestone in-line with the criteria set out in CUSC Section 16:

The ESO will notify the User 60 calendar days before each User Progression Milestone is due (if it has been evidenced that a User Progression Milestone has not already been met). The ESO will also issue a further reminder 30 calendar days before each User Progression Milestone is due (if it has still not been evidenced that a User Progression Milestone has been met). These notices will be issued to the User via the customer portal.

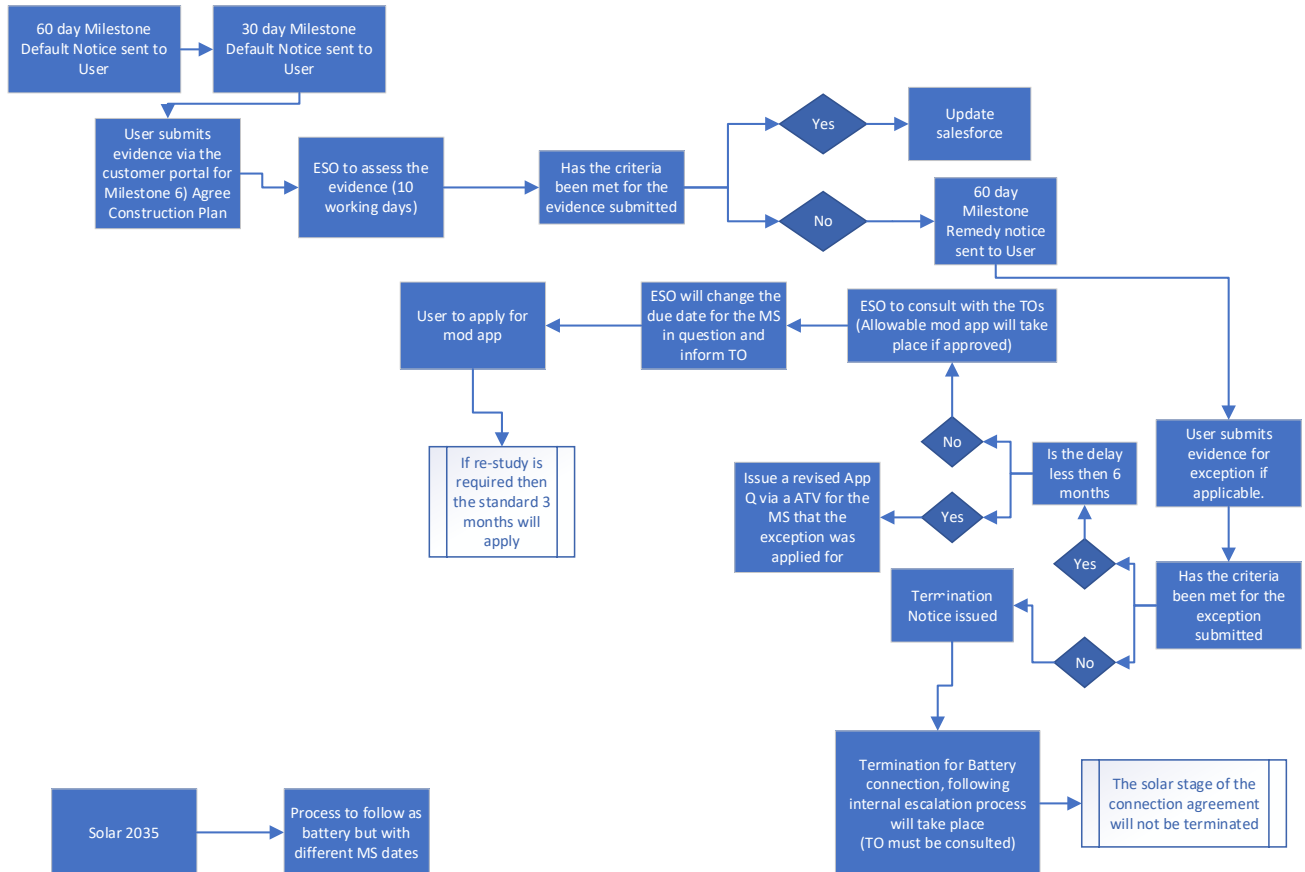
The ESO and the User should be proactively engaging during project progression meetings with one another to highlight any risk where the User feels a User Progression Milestone date may not be met and this is particularly important in this period.

For each User Progression Milestone, the User needs to submit on or before due date the required evidence (see table above) for the relevant User Progression Milestone.

- The ESO will assess the evidence provided by the User, being that as set out in the section above, and inform the User in writing within 10 business days by Connection Portal if the evidence submitted by the User is sufficient or not, in the view of the ESO, with an explanation provided. If the evidence for the User Progression Milestone has not been provided to the ESO by the User Progression Milestone due date, or (if submitted by the due date) is not accepted by the ESO as being sufficient, the Termination Process will be followed unless one of the exceptional issues (as set out in CUSC Section 16 - detailed in the next section of this document) is met.

Example 3 for submission of evidence for staged connections. In this example the User has a Battery connecting in 2033 and a Solar project connecting in 2035.

Users are encouraged to submit evidence ahead of the 60- and 30-calendar day reminders being sent.



Exceptions process

There may be a small number of exceptional issues, outside a User’s control, which may lead to legitimate project delays and therefore directly impact on that User complying with the User Progression Milestone date(s).

Users are encouraged to apply for an extension on the basis of an exception as soon as they are aware of any risk associated that will cause a delay.

In such instances, the User must apply to the ESO for an extension of the User Progression Milestone date(s) via the customer portal and specify the below:

- Detail the reason(s) for missing the User Progression Milestone and which milestone (see note below) the extension is requested for.
- How long a delay is expected, with the User to provide a realistic time frame of when the affected User Progression Milestone can be achieved.
 - Less than 6 months – if accepted, the ESO will update the requested User Progression Milestone date within the Construction Agreement and inform the Relevant transmission Licensee of this change (See process maps above); or

- More than 6 months – if accepted, the ESO will work with the Relevant Transmission Licensee to agree on an allowable modification application which will contain a new Appendix Q Milestones where applicable. The submission for the modification application needs to be made within 1 month of the exception being accepted (See process maps above).
- Whether this creates a knock-on impact on the User's ability to meet future User Progression Milestones and if so which one(s), the reason for this and, and whether it will impact on the User's project Completion Date.

Note, a separate exception will need to be applied for each individual User Progression Milestone, but conversations need to continue with the ESO Connections Contract Managers during the progression of the project.

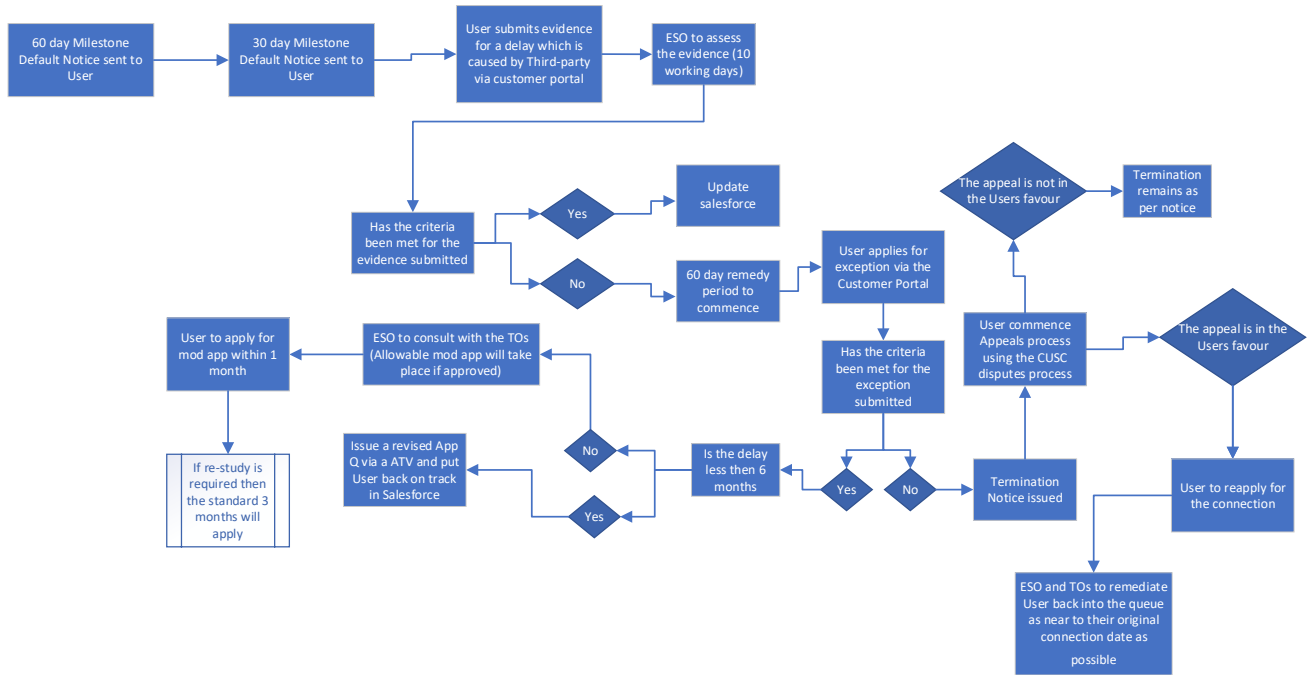
- If it is accepted by the ESO that there is an exceptional issue with a User Progression Milestone, and it impacts the Completion Date and requires re-study, this will be managed through the normal CUSC Modification Application process to update the Construction Programme (Appendix J) and, in that specific circumstance, the User Progression Milestone(s) date (Appendix Q) will be adjusted accordingly.
- If it is accepted by the ESO that there is an exceptional issue with a User Progression Milestone, then the User Progression Milestone(s) date (in Appendix Q) will be updated to reflect the new User Progression Milestone date(s) for the missed Milestone(s).

The ESO will engage with Users on an ongoing basis to understand their overall project progress, including in relation to participation in the UK Government funding rounds, such as Contracts for Difference or the Capacity Market, to allow ESO to take an informed and reasonable decision regarding the application of discretion on Termination of any Users, where the ESO discretion is engaged. It is recommended that each User likewise engages with the ESO and any such Users at risk of missing any User Progression Milestone keep the ESO regularly informed of this risk and do so in advance of any User Progression Milestone being missed, so as to help the ESO with its informed decision making in relation to possible terminations.

The ESO will coordinate with the User (and as required the Relevant Transmission Owner) and ultimately will have 10 business days to notify a User whether the exceptional issue for a User Progression Milestone is agreed or not after submission.

Where the ESO does not agree that there is an exceptional issue for a User Progression Milestone and the evidence for meeting that User Progression Milestone has not been provided, the Termination process will commence. Termination will only be exercised after an ESO internal escalation process has been completed.

Example for submission of **exception** and the appeals process following a delay caused by **Third-party**.



Termination process

A User's Construction Agreement will be classified as "Termination" where:

- The required evidence for the User Progression Milestone has not been provided by the User to the ESO by the User Progression Milestone due date; or
- the evidence provided is considered by the ESO to be insufficient⁴; or
- the ESO has not agreed there is an exceptional issue with a User Progression Milestone (see section above)

The ESO will commence the Termination Process. Under the Termination Process, ESO will first issue to the User a "Default Milestone Remedy Period Notice" notifying the User that the project is classed as Termination" and giving 60 calendar days to rectify the missed User Progression Milestone evidence.

If the missed User Progression Milestone is not achieved at the end of the 60 calendar days Default Milestone Remedy Period, then:

- For User Progression Milestones 1 to 3 inclusive (the Conditional Progression Milestones), notice will be given by the ESO to the User terminating the Construction Agreement.
- For User Progression Milestones 5 to 8 inclusive (the Construction Progression Milestones) the ESO will consider whether it is appropriate for the ESO to exercise the "right to" terminate as provided for in the Construction Agreement. The right will only be exercised by the ESO after escalation within ESO and through engagement with the User and the Relevant Transmission Licensee establishing the likelihood that the User will still be in a position to progress to the Completion Date. Where required,

⁴ To enable other stakeholders to better understand what evidence is considered by the ESO to be insufficient (and thus share the 'lessons learnt') the ESO will provide an anonymised copy of the insufficient evidence, that they have 'rejected' on their website in a timely manner.

ESO will engage with the User in respect of the relevant Users to understand from the User the overall status of their project, including in relation to participation in UK Government funding rounds, such as Contracts for Difference or the Capacity Market; to allow the ESO to take an informed and reasonable decision regarding the application of discretion on termination of any User's project. Users. Where the ESO takes the decision to Terminate, notice will be given by the ESO to Terminate the User, in turn terminating the Construction Agreement and the reason for this.

- If the decision of the ESO is not to Terminate at that time, the User will still be categorised as “**terminated**” and kept under review until the Transmission User Progression Milestone date is met and the User recategorised as “**on track**” and the ESO will inform the User of this categorisation in a timely manner. This process is shown in example for exceptions above.

Disputes under the Transmission Queue Management process

Under CUSC, any dispute in the application of the Queue Management Process will be treated as an Other Dispute under the CUSC disputes process at CUSC section 7'. In accordance with that Disputes Process as per CUSC 7.3.1, there will be initial discussions between the ESO and the User seeking a resolution ahead of raising a dispute, and either party may then refer that Other Dispute to the Electricity Arbitration Association.

Reference materials

- [2016 Project Progression Milestones](#) - ENA published the project progression milestones best practise guide.
- [2018 Consultation](#) – providing stakeholders with a review of network companies' approach to Queue Management and seeking views on the approach for 2019.
- [2019 Consultation](#) – set out a Queue Management policy framework.
- [2020 Consultation](#) - sought stakeholder comments on the Queue Management User Guide based previous consultations and the ENA's 'minded to' policy.
- November 2022 CMP376 [Workgroup Consultation](#) and annexes
- March 2023 CMP376 [Code Administrator Consultation](#) and annexes
- June 2023 CMP376 [Final Modification Report](#) and annexes

Customer Engagement

- 2019 - [Open Networks | Interactivity & Queue Management Webinar - YouTube](#)
- 2020 - [Open Networks | 2020 Queue Management Consultation Webinar - YouTube](#)
- 2021 - [Open Networks Queue Management Webinar \(May 2021\) - YouTube](#)
- 2021 - [Implementation plan for the published Queue Management process – ENA publication](#)
- [March 2021 Open letter to the industry through the ENA](#)

- [March 2021 Open letter shared with CUSC parties by the ESO](#)
- [Connections Portal user guide](#) – to be updated following UAT testing in August.
- [ESO customer Agora's](#)

| Acronym / key term | Meaning |
|--------------------|--|
| ATV | Agreement to Vary |
| BEGA | Bilateral Embedded Generator Agreement |
| BSC | Balancing and Settlement Code |
| CCM | Connections Contract Manager |
| CMP | CUSC Modification Proposal |
| CUSC | Connection and Use of System Code |
| DG | Distributed Generator |
| DNO | Distribution Network Operator |
| EBGL | Electricity Balancing Guideline |
| EBR | Electricity Balancing Regulation |
| ENA | Energy Networks Association |
| NETS | National Electricity Transmission System |
| STC | System Operator Transmission Owner Code |
| RTL | Relevant Transmission Licensee |
| SQSS | Security and Quality of Supply Standards |
| T&Cs | Terms and Conditions |
| TEC | Transmission Entry Capacity |
| TO | Transmission Owner |
| ESO | Electricity System Operator |