



*Promoting choice and value for
all gas and electricity customers*

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Date: 6 September 2012

Dear Colleagues

Re: Ofgem's Distributed Generation (DG) Forum 2012.

Over recent years we have witnessed a growth in the number of Distributed Generators seeking to connect to the distribution network. Accompanying this have been concerns that customers are encountering a number of difficulties in navigating their way through the connection process.

In May 2011¹ we issued an open letter asking for views on the experience of getting DG connected to the distribution network and hosted a series of regional events to explore the issues raised², with stakeholders.

In an effort to ensure continued improvement in addressing these issues, we are intending to repeat these events in autumn 2012.

These will be held on the following dates:

- London - 22 October 2012
- Cardiff - 30 October 2012
- Glasgow - 12 November 2012

If you are interested in attending, please signal your preferred venue in your response.

In preparation for these events, we are issuing this open letter to request feedback from the DG community on the progress made to date in improving the experience of getting connected.

Responses to the questions below should be submitted to Olivia Powis olivia.powis@ofgem.gov.uk. The closing date for responses is 28 September 2012, however we would welcome early feedback in order to ensure effective input.

Yours sincerely

A handwritten signature in black ink, appearing to read "James Veaney".

James Veaney

¹http://www.ofgem.gov.uk/Networks/ElecDist/Policy/DistGen/Documents1/DG%20Forum%20Open%20Letter_Ma_y.pdf

²http://www.ofgem.gov.uk/Networks/ElecDist/Policy/DistGen/Documents1/high%20level%20summary%20of%20DG%20Forum_published.pdf

Key themes arising from 2011 events:

Access to information	Need for DNOs to share as much information as possible on network capacities earlier in the process.
Application process	DNOs have a large volume of applications to process which requires significant expert resources. A common, transparent application process would help the customer to better understand the information required.
Transparency of costs	DNOs need to provide more clarity of information on costs and clearly signpost competitive opportunities
Technical Issues	DNOs had difficulty in obtaining detailed technical specification required from customers.
Customer service/DNO behaviour	Customers look to DNOs to provide expert advice and DNOs need to develop a more consistent approach to offers, charges, payment schedules and requirements for securities.
Network transmission issues	Challenge on network owners to provide detailed business cases for any investment that could assist and facilitate the growth of DG.
Stakeholder engagement	DNOs to continue to develop the work of the forums and regularly engage with DG customers.

Question box

Question 1: Did you attend the DG forums in 2011? If so, did you find them helpful?

Question 2: Do you feel there have been improvements in getting DG connected, following these events? Please provide details

Question 3: are there any specific outstanding/new issues in getting DG connected? Please provide details