



Promoting choice and value
for all gas and electricity customers

DG Forum London 22 October 2012

Hannah Nixon
Senior Partner

Smarter Grids and Governance: Distribution
Ofgem

Purpose of DG Forum

- Concerns that DG customers are encountering a number of difficulties in connecting to the network
- Need to understand the challenges faced by all parties involved in the connection of DG
- The DG Forum is an opportunity for customers and DNOs to discuss issues and steps taken to improve arrangements
 - a platform to share an understanding of the issues associated with connecting and using the network
 - to hear directly from the DNOs on their progress since last year
 - to provide a springboard for ongoing engagement between DNOs and customers on those issues
 - to provide a framework for Ofgem to maintain engagement with stakeholders in order to inform policy

Outstanding issues

Application Process

- Lengthy and requires a lot of information upfront
- Recognition of heavy workload on DNOs

Provision of Information

- Feasibility studies not detailed or reliable enough
- Provision of network data would help developers know where to connect

DNO customer service and transparency

- Process lacks transparency and not designed around customer needs

Charges

- Disparity of connection costs between DNOs, even where projects appear comparable

Transmission and network issues

- Lack of creative thinking and innovative use of network

Role of Ofgem

For the current price control (DPCR5) we introduced arrangements to improve the quality of customer service through:

- Guaranteed Standards of Performance (GSoP)
- Customer Surveys (Broad Measure of Customer Satisfaction)
- Requirement to publish information on network capacity
- Requirement to produce a connections guide and information strategy

For the next price control (ED1) we are currently consulting on what changes to the arrangements are required to deliver the service that customers need

RIIO-
ED1

(2015-2023)

- Quality of Connection Service
- Provision of Information
- Timeliness of Connections

Do you think these are the key issues?

Agenda

10.00	DNOs: to tell us about the progress they have made since last year
	DG customers: to outline their recent experiences of connecting connected
11.40	Coffee
11.55	Open the floor to everyone for full discussion Please get your questions ready!
13.00	Lunch
13.45	Afternoon sessions on role of: National Grid DG application process Ofgem approach to charging Projects being developed through the Low Carbon Network Fund (LCNF)
15.35	Round up and next steps

The background of the slide is a composite image. On the left, there are rows of solar panels under a bright sun. On the right, a hand is shown holding a white document. In the bottom left corner, a blue gas burner is visible. The overall theme is energy and customer service.

ofgem

Promoting choice and value
for all gas and electricity customers