



Promoting choice and value
for all gas and electricity customers

DG Forum 2012 London

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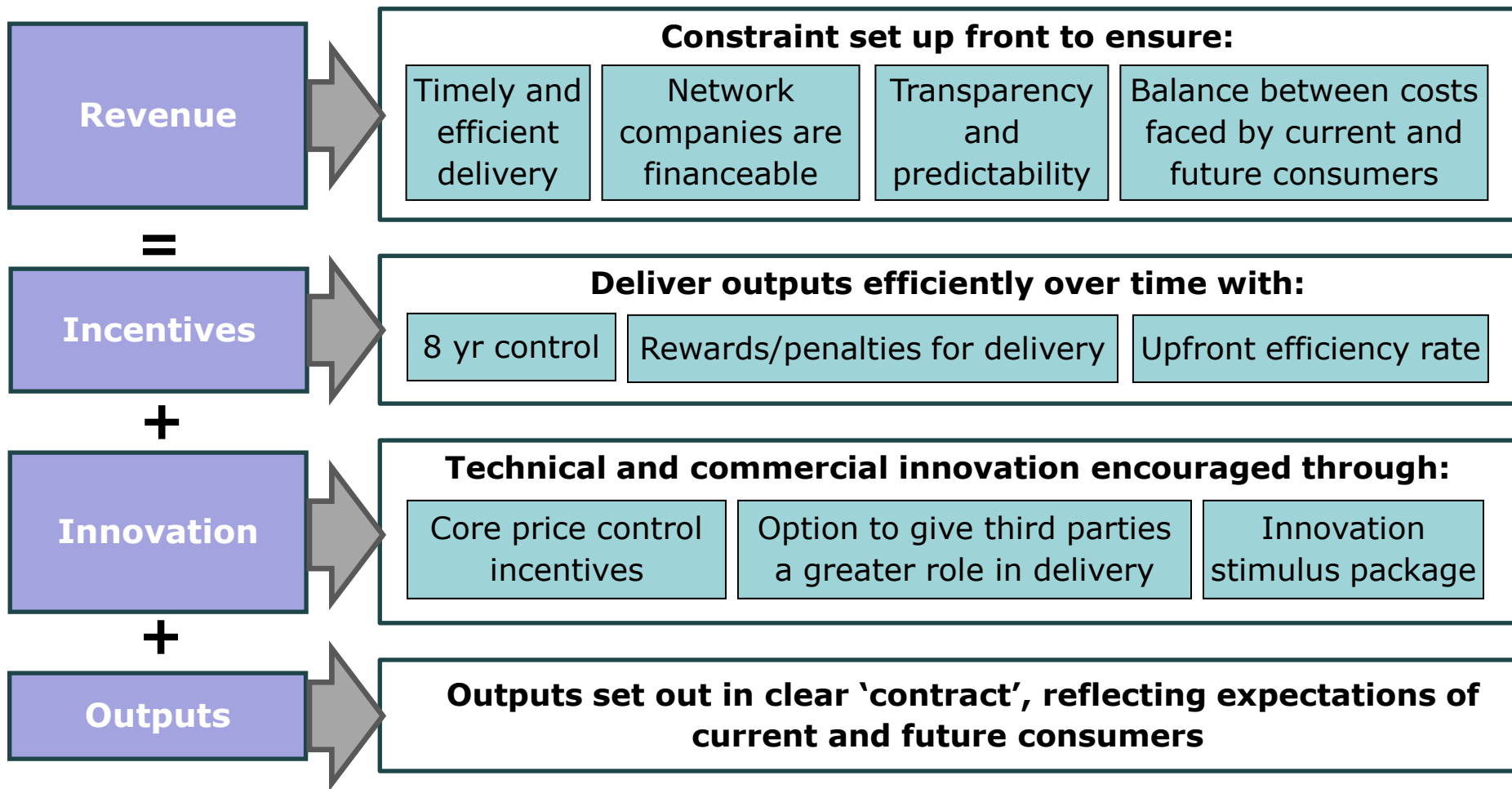
Feedback from breakout sessions

- National Grid
- Low carbon and innovative solutions
- Application process
- Charging

Regulatory tools

- Policies in relation to:
 - Ensuring the integrity of the network
 - Charging for network connections & use of distribution system
 - Incentivising networks to provide a good service to customers seeking a connection
- Engineering recommendations
 - P2/6 and G83
- Licence conditions
 - Requirement to offer a connection
 - Timescales for issuing quotes
 - Ability to recover costs for connection and Use of System
 - Requirement to have charging methodologies
- Price Controls; setting out the outputs DNOs need to deliver for their customers and the associated revenues they are entitled to connect:
 - DPCR5 (2010 – 2015)
 - RIIO-ED1 (2015 – 2023)

RIIO: A new approach to regulation



The outputs-led framework

We are committed to developing clear and comprehensive outputs

These will help deliver the objectives of RIIO to encourage network companies to

Play a full role in the delivery of a sustainable energy sector

Deliver long-term value for money network services for existing and future consumers

RIIO includes six output categories within which network companies should deliver	Environmental impact: Help to reduce direct/indirect GHG emissions
	Customer satisfaction: Maintain/increase customer satisfaction levels
	Connections: Connect customers in a timely and efficient way
	Safety: Provide a safe network in compliance with HSE standards
	Reliability and availability: Promote reliability e.g. less interruptions
	Social obligations: Treatment of vulnerable customers and fuel poor

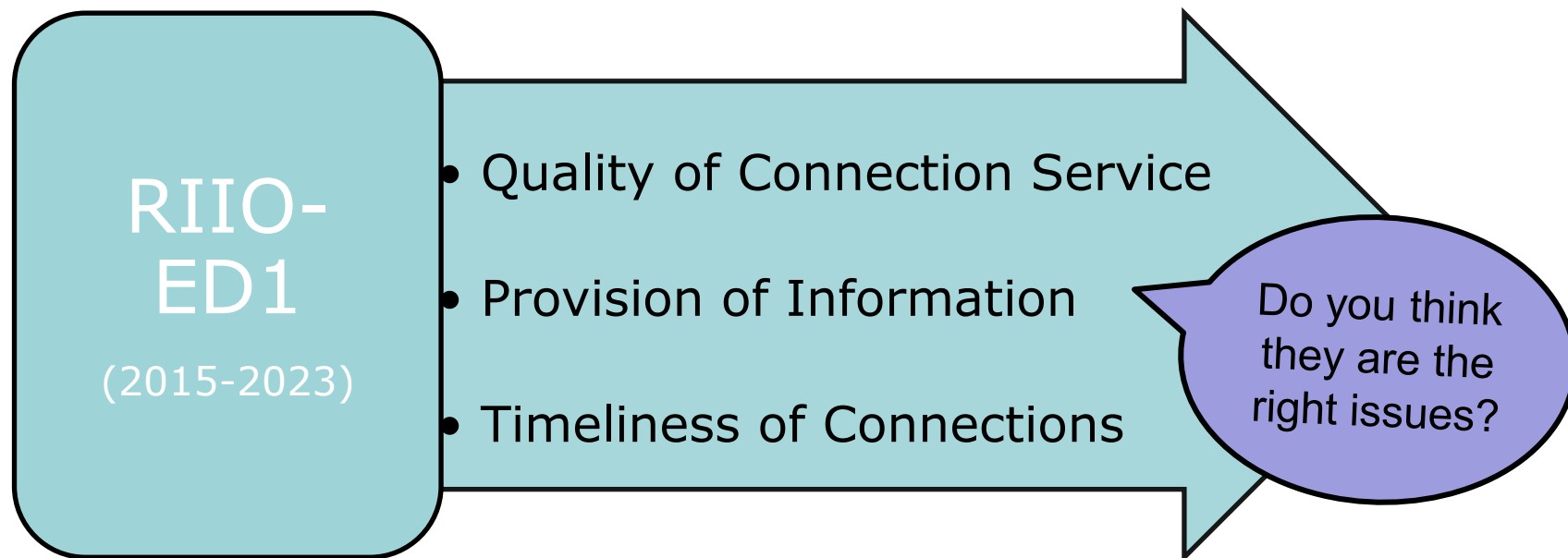
RIO-ED1 Timetable



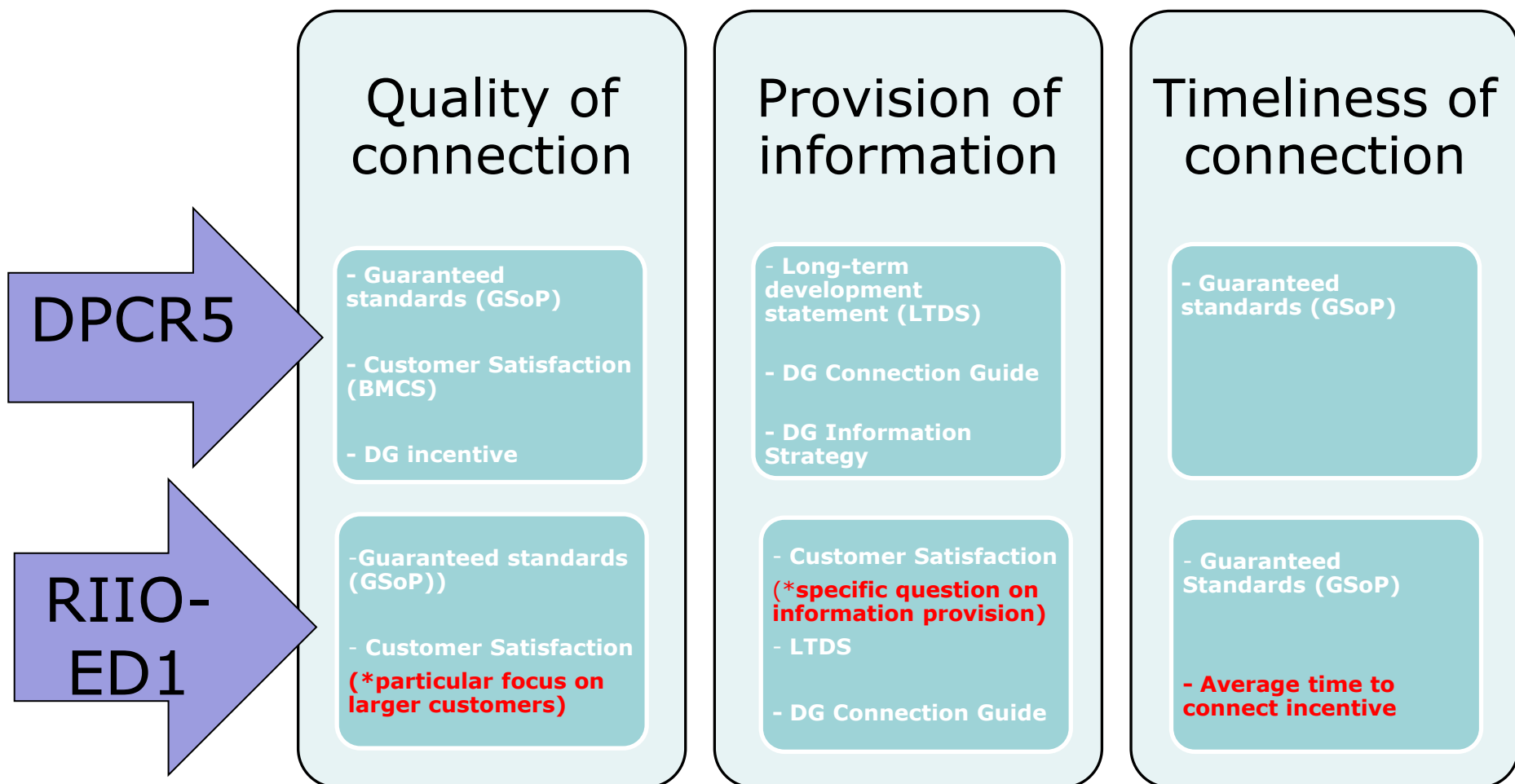
Consultation ends 23 November 2012

RIIO- ED1: Connections

For connections, we are considering the following key issues:



How price controls affect DG customers



Next steps

- We have sought to ensure that DG does not encounter any unnecessary barriers when seeking to connect and that DNOs have an incentive to consider the role DG can play in managing the network
 - Please respond to the [ED1 consultation](#) with your views
 - Consultation ends 23 November 2012
- We are hosting these DG Forum events in London, Cardiff (30 October) and Glasgow (12 November) and will take issues raised into consideration in our ongoing development of policy
- We will produce a note of these events detailing any follow-up actions
- Over to you
 - Regular engagement between DNOs and customers
 - Customers to highlight their requirements to DNOs in order to make an efficient connection
 - DNOs continue to put measures in place to respond to customer needs

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.

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