

ofgem E-Serve Promoting choice and value for all gas and electricity customers

Hyrwyddo dewis a gwerth i bob cwsmer nwy a thrydan



Welcome to the DG Forum

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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



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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



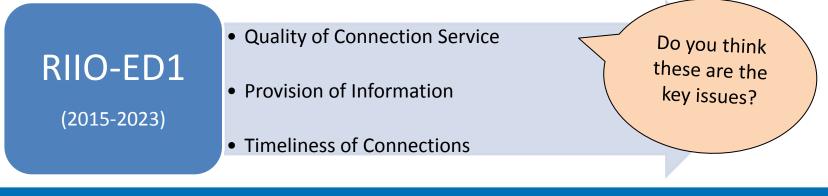
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Role of Ofgem

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



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| | 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 |
| 11.30 | Coffee |
| 12.00 | 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) |
| | Теа |
| 15.35 | Round up and next steps |

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