

ofgem

ofgem E-Serve

Promoting choice and value
for all gas and electricity customers

Hyrwyddo dewis a gwerth
i bob cwsmer nwy a thrydan



Round up and next steps

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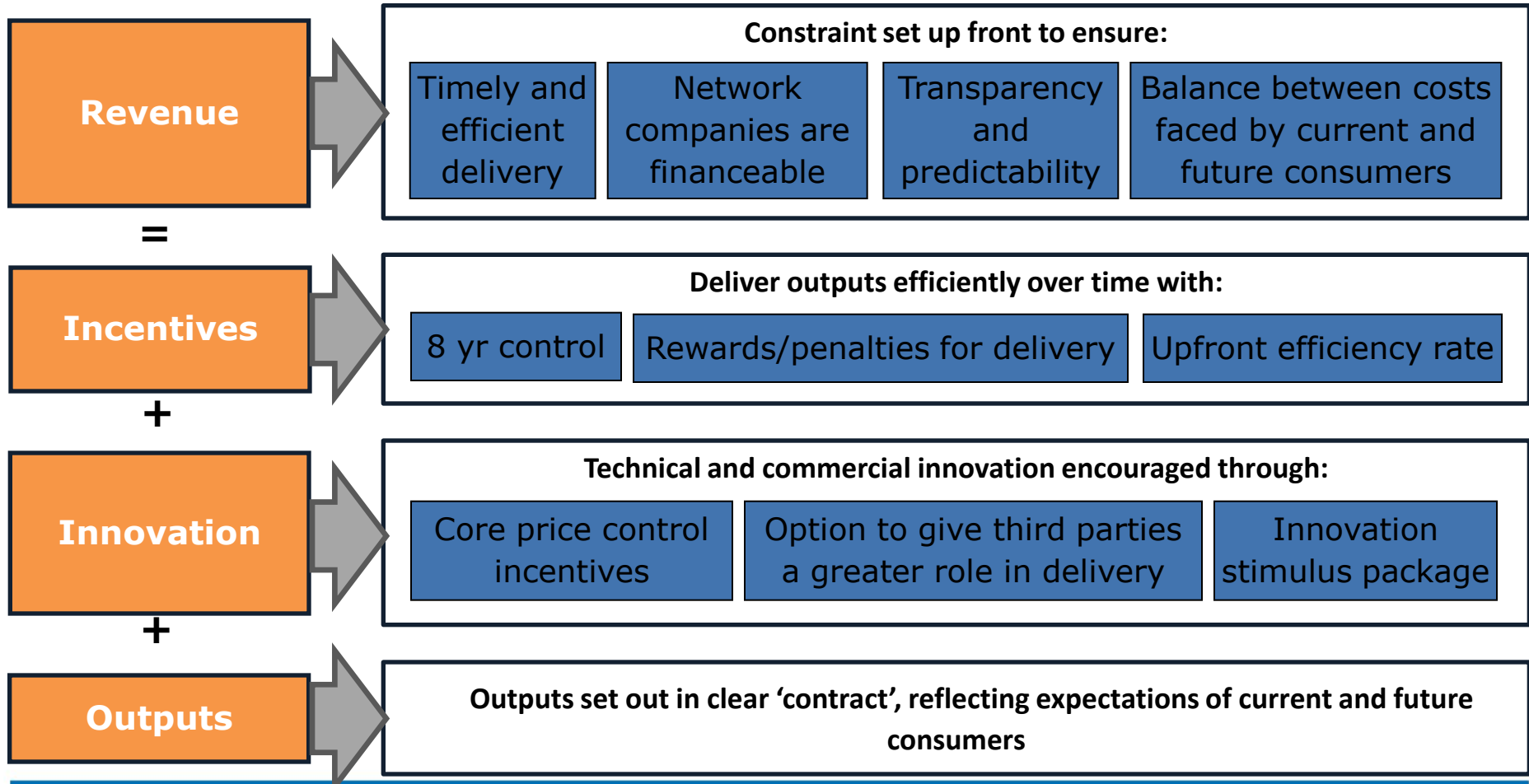
Feedback from breakout sessions

- 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)
 - RII0-ED1 (2015 – 2023)

RIO: 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

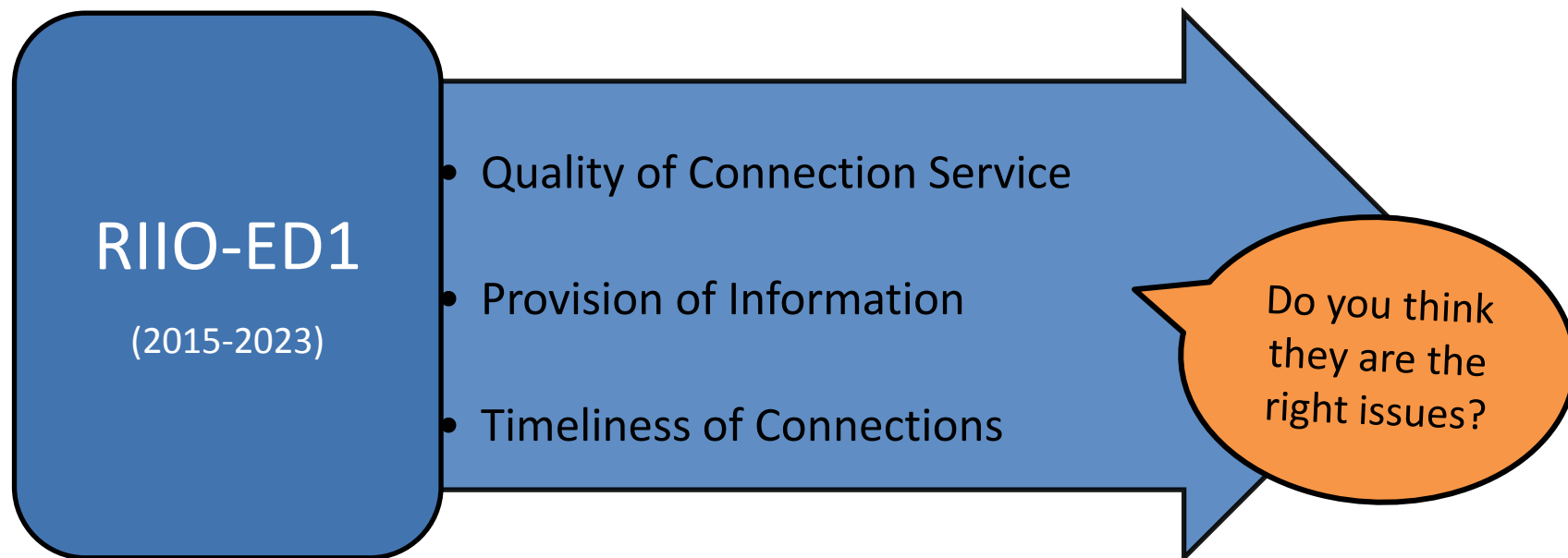
RIIO-ED1 Timetable



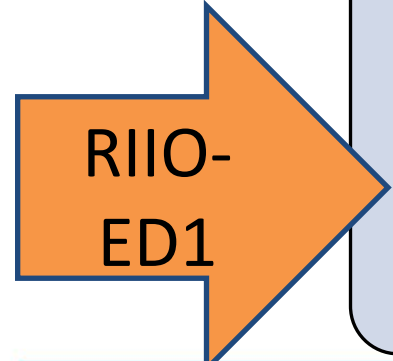
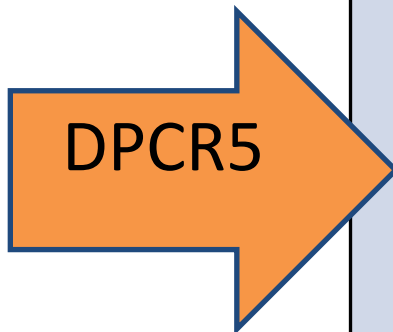
Consultation ends 23 November 2012

RIIO- ED1: Connections

For connections, we are considering the following key issues:



How price controls affect DG customers



Quality of connection

- Guaranteed standards (GSoP)
- Customer Satisfaction (BMCS)
- DG incentive

- Guaranteed standards (GSoP))
- Customer Satisfaction
*(*particular focus on larger customers)*

Provision of information

- Long-term development statement (LTDS)
- DG Connection Guide
- DG Information Strategy

- Customer Satisfaction
*(*specific question on information provision)*
- LTDS
- DG Connection Guide

Timeliness of connection

- Guaranteed standards (GSoP)

- Guaranteed Standards (GSoP)
- Average time to connect incentive

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



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