Connections Customer Forum

National Railway Museum
24 April 2018

Connections Update

Mike Hammond
Head of Connections Services

Connections performance update – April 2018

Current performance

- BMCS (YTD) NPg 3rd overall (86.8%), Connections 3rd (85.6%)
- 17/18 Reg year Av time to quote – LVSSA&B just outside Ofgem reward target
- 17/18 Reg year Av time to deliver – LVSSA&B just outside Ofgem min target
- ICE – 2016/17 deemed a success by Ofgem and our stakeholders - zero penalty
- ICE – 26 commitments in 2017/18 plan, all actions and associated outcomes delivered to or before target.

Outputs delivered

- ✓ Connection Offer Expenses – April 6, 2018
- ✓ 26 service improvement actions
- ✓ Workshops on emerging connections topics suggested by customers
- ✓ New ways to engage - webinars, webcasts, social media

Ongoing initiatives

- Refinement of small works enduring process ongoing
- Medium & Large Works business wide review ongoing
- Commercial changes – ECCR, contract milestones, A&D fees
- Technical innovation - ANM, Storage, DNO to DSO
- On-going stakeholder engagement to drive our decision making and service improvement plans

ED1 environment

- Minor cons BMCS reward/penalty
- Minor cons TTC/TTQ reward
- Major works ICE incentive – penalty only
- Constrained networks – flexible solutions
- DNO to DSO transition

Incentive on Connections Engagement

- The Incentive on Connections Engagement (ICE) drives DNOs to continually improve its service to major connections customers.
- Each year we produce a detailed work plan of service improvement actions developed together with our connections stakeholders.
- In our annual ICE submission we look back at the service improvements we made in the previous year and look forward to the improvements we will make in the coming year.

Delivering our commitments

- Our 2017/18 ICE work plan for consisted of 26 actions.
- Six key areas for improvement or work plan ‘themes’.
- We delivered all the commitments and associated outcomes we set ourselves; either before or by the target dates we said we would.

Delivering our commitments

What we've done...

- Protection setting & fault level data
- Updated application forms & new generation quick cost calculator
- Workshops & 'Ask the Expert' sessions
- New storage connection arrangements
- New Low Carbon Connections Gateway
- Sharing our transition strategy to a DSO
- Use our new interactive online work plan to find out more at www.northernpowergrid.com/ice-work-plan/timeline/2017-2018/all

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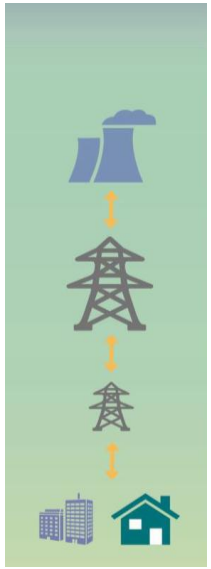
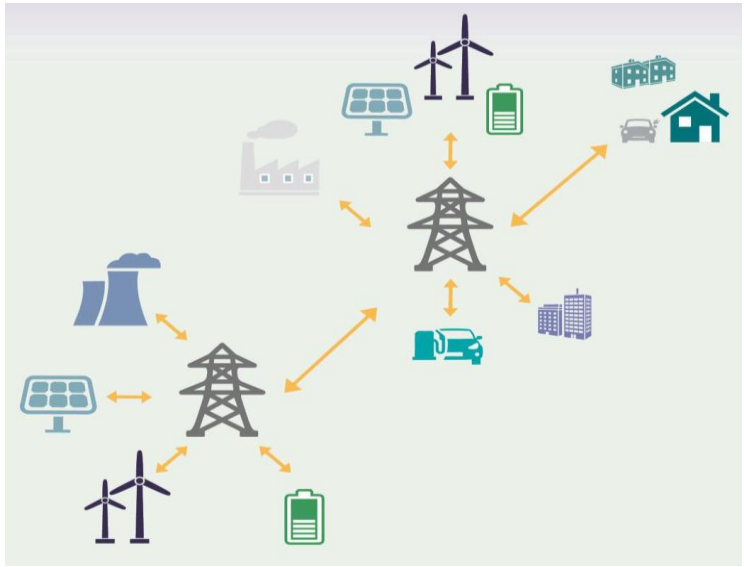
Industry Update

Jim Cardwell
Head of Trading and Innovation

A changing system: the need for smart, flexible solutions

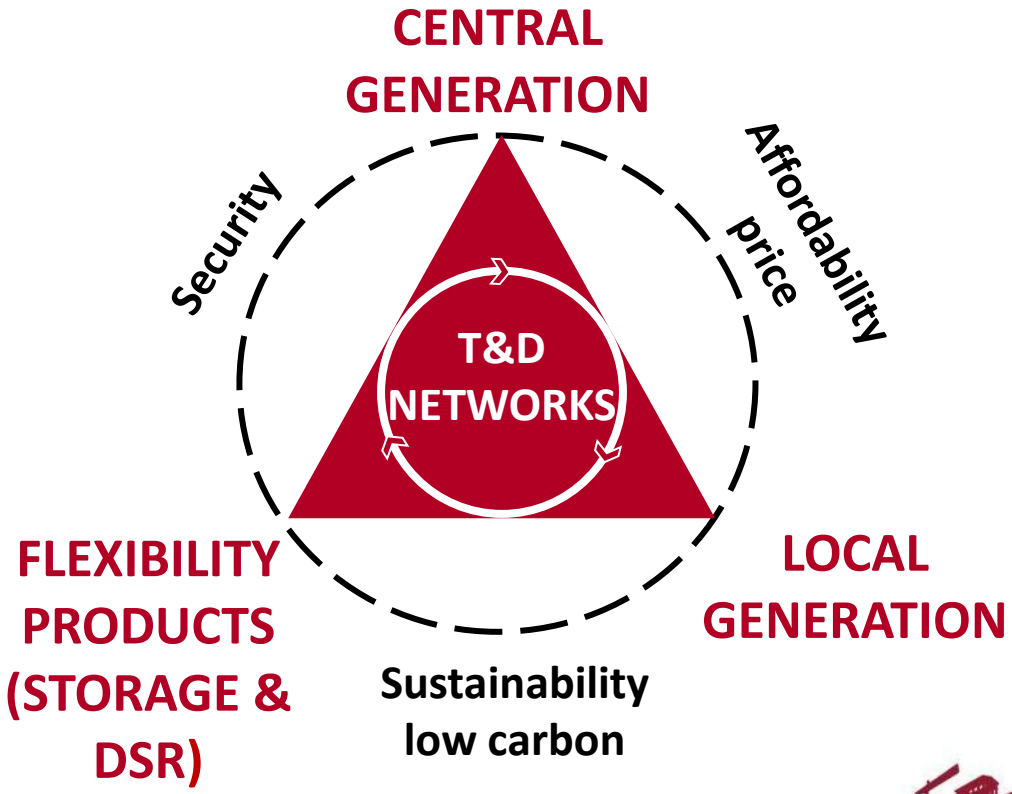




Centralised generation
Passive system

Distributed generation /
new loads active system

Networks taking centre stage



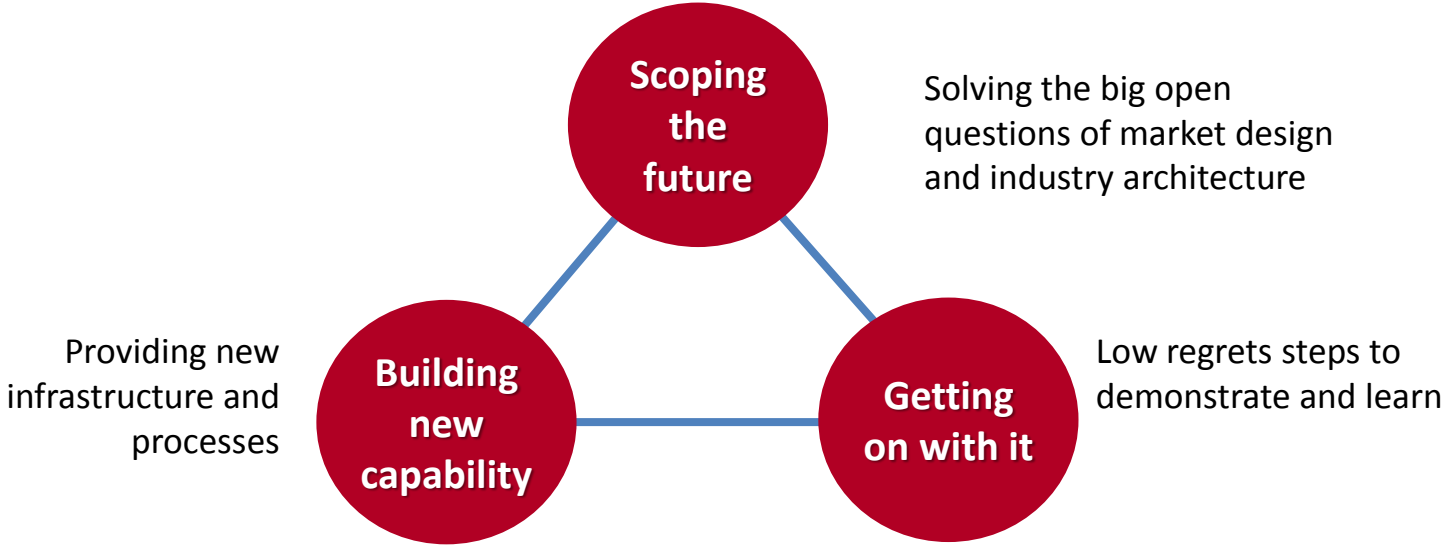
Our distribution system operator (DSO) vision

- Transition is required to a ***customer-led*** actively managed (and probably semi-autonomous) network…
- …where we are providing a cost-efficient, non-discriminatory and technology neutral physical trading platform…
- …for third parties in our region to participate in the electricity markets.

DSO must provide a compelling value proposition for customers and stakeholders

DSO - Developing our thinking

- Research collaboration to assess customer value from local energy markets
- Opportunities made available by electric vehicles
- Roadmaps and priorities for the transition



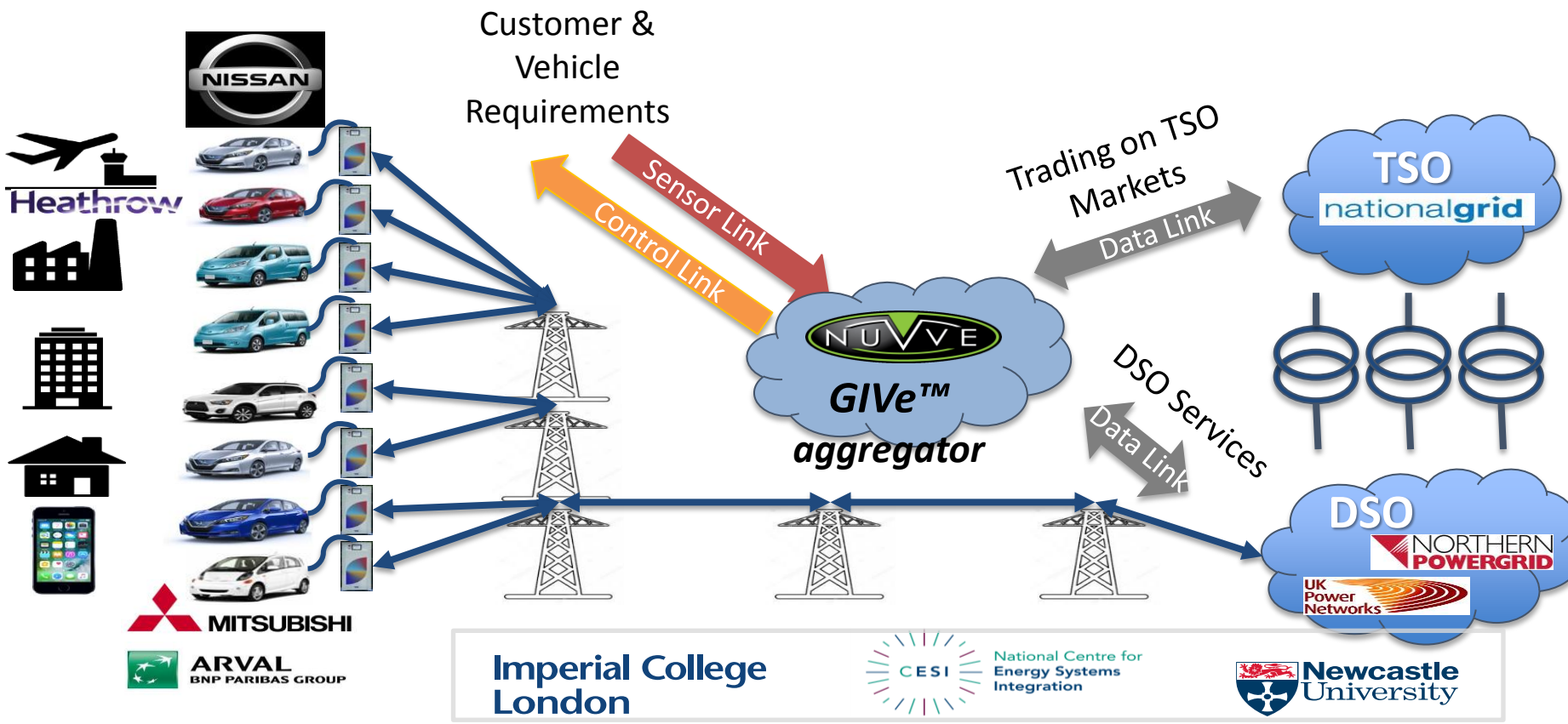
Customer-Led Distribution System (CLDS)

- Examining the future structure of the distribution sector with customer front and central:
  - Accommodating large volumes of distributed energy at least cost
  - Deliver value to customers that thrive in a flexibility market
- A *virtual demonstrator* - using laboratory modelling:
  - Market design - what is traded, and how and where it is traded
  - Industry structure - roles of each party and the relationships between the parties
- Providing quantified evidence base for the changes required
- Early deliverable in June 2018 of customer value from local energy markets and the drivers of value

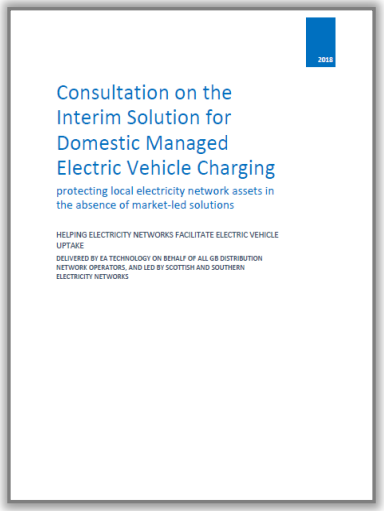
Successful bid: exploring V2G with industry collaboration

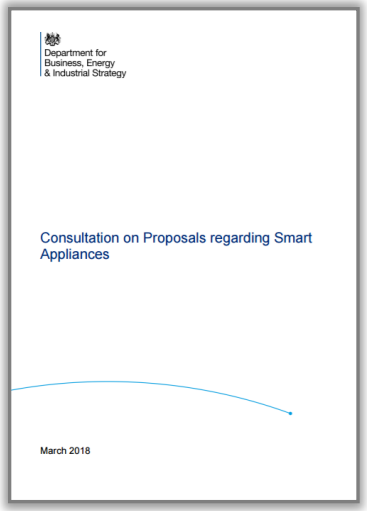
- Understanding what customers want and developing solutions with the motor industry
- Strategic collaboration between Nissan and Northern Powergrid:
  - Grid and domestic target lower customer bills and improved grid resilience
  - 'Vehicle to grid' (V2G) offering new advantages to car owners
- Innovate UK funded E4Future project trialling V2G at scale
  - *Ca*. 1000 commercial, public sector and residential users
- Northern Powergrid involved as a customer:
  - EV charging infrastructure on company sites
  - Acquisition of electric pool cars

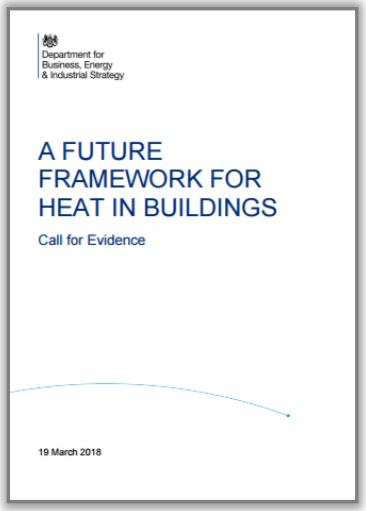
e4Future vehicle to grid



Open consultations



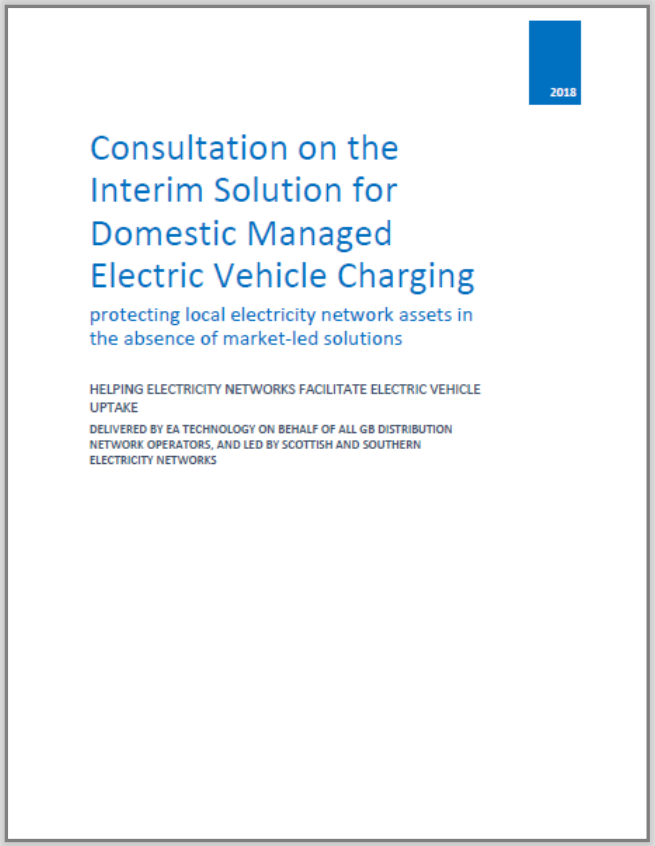




Status

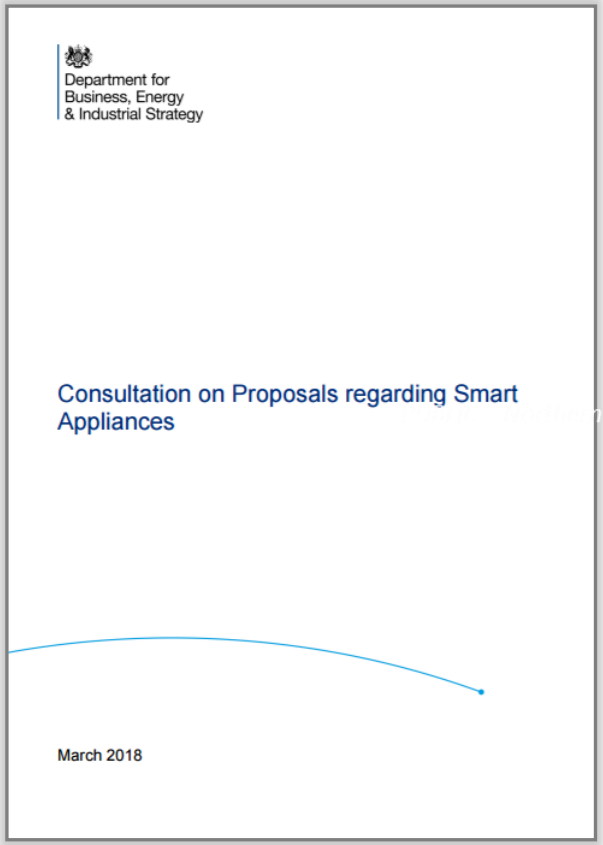
- Stakeholder views welcomed
- Feeding our responses to Government and industry

EA Technology/SSEN consultation on electric vehicle charging



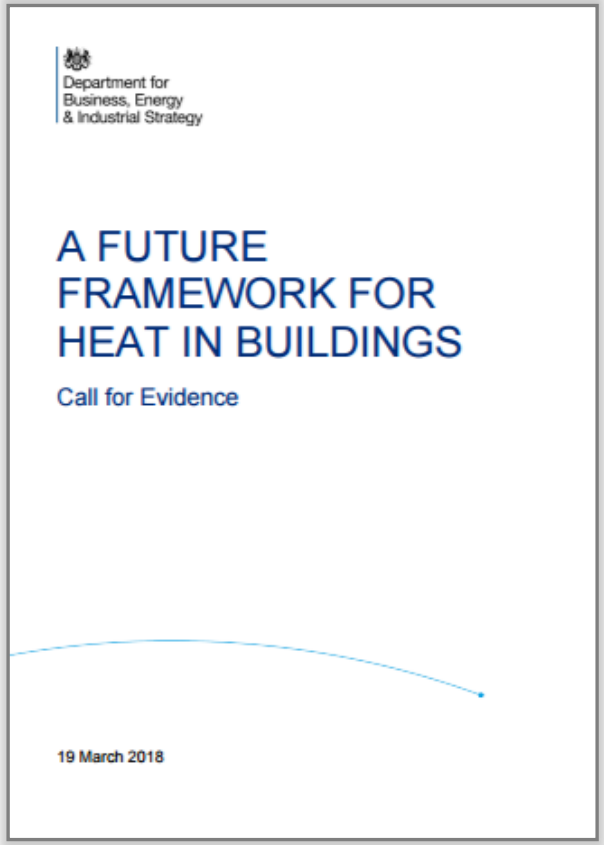
- Exploring tools and methods required by network operators to smooth the transition
- DNOs to use technical solutions (network upgrades) and commercial propositions (flexibility tenders) to accommodate increased peak load on networks
- Key question - do we need an interim ‘insurance policy’ to protect against issues caused by unpredictable local clusters of EVs within the next few years?
- If so, what could a technical intervention comprise?
- Consultation closes on 30 April 2018

Smart appliances



- BEIS are seeking stakeholder agreement to take powers in primary legislation to set standards for ‘smart appliances’ based on the following principles:
  - inter-operability
  - cyber-security and grid-stability
  - data privacy
  - consumer protection
- Views are also sought on to introduction of labels to indicate compliance with these standards.
- ‘Smart appliances’ are defined as those which are connected and able to modulate their electricity consumption in response to signals such as price. Main focus on appliances that have greatest opportunity for DSR
  - cold and wet appliances, heating, ventilation, air conditioning and battery storage
- Response deadline is 8 June 2018

Heat in off-gas-grid properties



- BEIS are consulting on best approach to decarbonising heat short-term goal – phasing out high carbon fossil fuels (heating oil, coal) from the off-grid properties in 2020s.
- It is expected that all buildings will need to be nearly zero carbon by 2050 to meet the targets set out in the Climate Change Act and Clean Growth Strategy.
- Issues such as technology pathways, targets, policy interventions, biofuels, stakeholder engagement – both in retrofit and new build, domestic and non-domestic properties – are addressed.
- Response deadline is 11 June 2018

Open Networks: Project Objectives

1. T-D Process	Develop improved **T-D processes** around connections, planning, shared TSO/DSO flexibility services and network operation
2. Customer Experience	Assess the gaps in the **experience our customers** and identify any further changes to close the gaps within the context of 'a level playing field' and applying common and consistent principles/approaches for T & D processes
3. DNO to DSO Transition	Develop a more detailed view of the required **transition from DNO to DSO** including the impacts on existing organisation capability
4. Charging	Consider the **charging** requirements of an enduring electricity transmission/ distribution system, whose purpose is to facilitate a market place between producers and consumers. Develop a whole system pricing approach
5. Communications	**Communicate** and engage on Open Networks developments, both between workstreams and with external stakeholders

DSO charging developments outlook

- Ofgem-led consideration of future charging and access rights that is seeking:
  - fair and efficient use of the network…
  - … in a changed energy system with more distributed generation
- The Targeted Charging Review (TCR) is addressing the concerns that the current framework for residual charging (scaling) may be causing those who self generate to 'free ride'
- The Charging Futures work is seeking to deliver better outcomes for current and future consumers:
  - by exploring revised contractual or commercial access to the system…
  - … with charging also based more on capacity/fixed costs
- Northern Powergrid actively engaged and welcomes views
- Ofgem consultation expected Summer 2018 with decision(s) potentially by end 2018

Transition to low carbon networks – most intensity currently on the future of charges for connection, system access and use of the system

- **Ongoing – Normal industry change.**
- Distribution Charging Methodology Development Group (DCMDG).
- Change Proposal working groups.

DCUSA

ena energynetworks association

Open Networks

- **Launched January 2017.**
  - Workstream 4 looking at charging.
    - Linked to all other Open Network workstreams and charging futures forum.

Charging Futures
Reforming electricity charging together

ofgem

Targeted charging review (TCR)

- **Launched November 2017.**
- Led by Ofgem.
- Task forces are focusing on:
  - Network Access Rights.
  - Forward-Looking charges.

- **Launched August 2017.**
- Focused on the treatment of ‘residual charges’, i.e. ‘scaling’.
- Primarily driven by transmission but also considering distribution.

NORTHERN POWERGRID

Questions?

Connections Offer Expenses

Gary Camplejohn
Commercial Engineer

Connection Offer Expenses

- Northern Powergrid introduced charges from the 6 April 2018 for firm quotations, budget estimates and feasibility studies.
- This is not a profit making exercise:
  - Pre-6 April – A&D fees recovered from accepted projects.
  - Low acceptance rates (between 7% and 44% dependent on work categories).
  - 6 April onwards – A&D fees recovered from those customer who request our services.
- From 6 April onwards, applications subject to Connection Offer Expenses will be cheaper as we no longer socialise the costs of assessing and designing the connection offers from accepted projects (3% to 7% reduction dependant on the work category).
- Northern Powergrid agrees with BEIS that the new regulations are a fairer way of recovering costs and those customers progressing projects will see a direct benefit.

The new Regulations – High level principles

- The DNO must inform the applicant in writing if they are required to pay A&D fees before the expenses are incurred.
- This is called the first notice, on application, followed by a cooling off period (five days).
- Expenses reasonably incurred include any of the following:
  - assessing the impacts of the connection on the distribution system;
  - assessing the impacts of the connection on a transmission system;
  - designing the connection, including, in particular:
    - designing any reinforcement works required to add capacity to the distribution system;
    - designing any reinforcement works required to add capacity to a transmission system;
    - designing any required extension of the distribution system;
    - designing any required extension of a transmission system
  - processing the application including, but not limited to, preparing the information to be included in the notice given under S16A(5) of the Act.
- A second notice will be issued which will be contained within the connection offer or the cancellation letter.
- An invoice will be issued separately after issue of the connection offer.

Indicative A&D Fees – our price ranges (Section 16)

Demand	Range	Generation	Range
Small works	Payable on acceptance	G83	No charge
S16 LV	£350 - £430	S16 LV	£350 - £430
S16 HV	£430 - £1540	S16 HV	£720 - £2000
S16 EHV	£7880	S16 EHV	£7880

Budget estimates will be charged at a rate of:

- Demand - £190 to £510 depending on voltage level
- Generation - £150 to £620 depending on voltage level

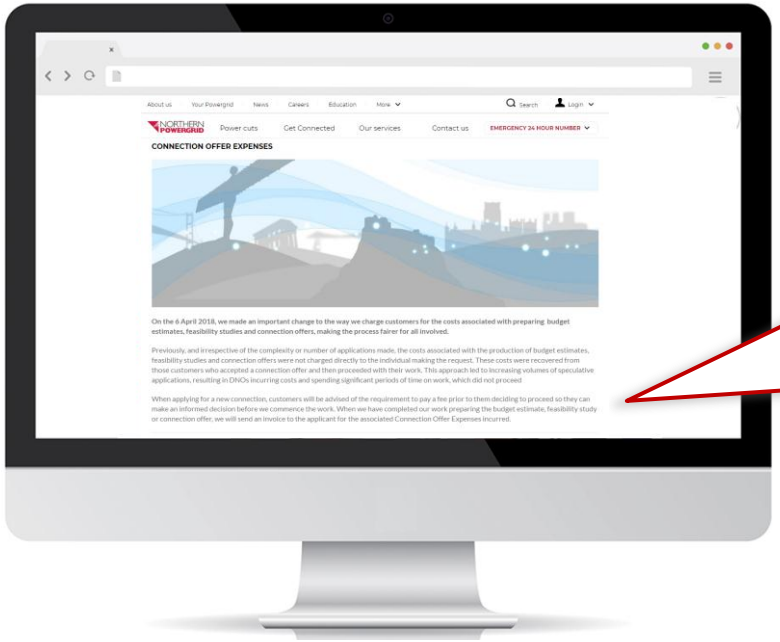
Indicative A&D Fees – our price ranges (SLC 15)

Demand	Range
Small works	Payable on acceptance
SLC15 LV	£270 - £330
SLC15 HV	£330 - £1250
SLC15 EHV	£7140

Generation	Range
G83	No charge
SLC15 LV	£270 - £330
SLC15 HV	£620 - £1770
SLC15 EHV	£7140

- The tables show the proposed A&D fees where we carry out the non-contestable works only

Where can I find more information?



DOCUMENTS THAT MIGHT HELP YOU...

Guide to Charges for Connection Offer Expenses
Size: 485.6 KB

Northern Powergrid (Northeast) Connection Charging Methodology Statement 6 April 2018.pdf
Size: 1.8 MB

Northern Powergrid (Yorkshire) Connection Charging Methodology Statement 6 April 2018.pdf
Size: 1.8 MB

- www.northernpowergrid.com/connection-offer-expenses

Separate table of charges

GSoP STD	Charging Statement category	GSoP description	Charge
ECGS2A 5(2) Single LV Service Demand Quotation (5)	Single LV Service Demand Connection	Single phase, LV connection to single premise, i.e. service cable only Can be domestic or non-domestic and includes those occasions where a larger cross section cable is installed in private property to keep the connection within ELI limits.	Not Applicable
ECGS2B 5(3) Small Project Demand Quotation (15)	2 to 4 services single phase LV, no extension to LV network	A demand connection, where the highest voltage of the assets involved is low voltage and includes: • A two or three phase LV connection to a single premise, i.e. service cable only. Can be domestic or non-domestic • Less than 5 single phase, LV connections involving service cables only – domestic only • Less than 5 single phase, LV connections involving the extension of the existing low voltage network, i.e. more than just services - domestic only	Not Applicable
	1-4 Premises, single phase LV, extension to the LV network required		Not Applicable
	1 three phase LV service with whole current metering to a single Premises		Not Applicable
ECGS3A 6(2) LV Demand Connection Quotation (25)	Other LV connection(s) with a total load up to 100kVA LV	Service connection involving disturbing load that needs a study of some sort done e.g. volt drop calculation Those schemes that fall outside of QDR where the rules say seek advice from design	190
		A demand connection, where the highest voltage of the assets involved is low voltage For example : • Five or more domestic connections with or without new LV mains • More than 1 non-domestic connection with whole current metering • More than 1 three phase connection • 1 or more three phase connection requiring mains extension • 1 or more three phase connections with CT metering	350
	Other LV connection(s) with a total load greater than 100kVA and up to 250kVA LV not covered by the above		350
	Connection greater than 250kVA and up to 1MVA at LV		430
ECGS3B 6(3) HV Demand Connection Quotation (35)	Connection up to 250kVA at HV	Service connection with associated HV outage	240
		A demand connection at low voltage or high voltage where the highest voltage of the assets involved including diversions is high voltage. For example : • A new connection to an LV board involving an HV transformer outage • An HV substation with ACB for connection to the customer • A new housing estate requiring a new substation and LV network • A new domestic connection with HV diversion • New HV pole transformer to feed an unmetered connection	430
	Connection greater than 250kVA and up to 1MVA at HV		720
	Connection greater than 1MVA and up to 3MVA at HV		720
	Connection greater than 3MVA and up to 10MVA at HV	A demand connection at low voltage or high voltage where the highest voltage of the assets involved including diversions is high voltage. For example : • An HV substation with HV metering requiring a new substation	1540

CCCM

C Assessment and Design for all relevant work

7.15 For applications received in accordance with Section 2 of this Statement, our charges associated with the identification of the most appropriate point on the existing Distribution System for connection and the design of any Extension Assets and/ or Reinforcement are set out in the table below. For categories above 3MVA we may levy additional assessment and design charges where the work undertaken exceeds the costs included in the minimum charge:-

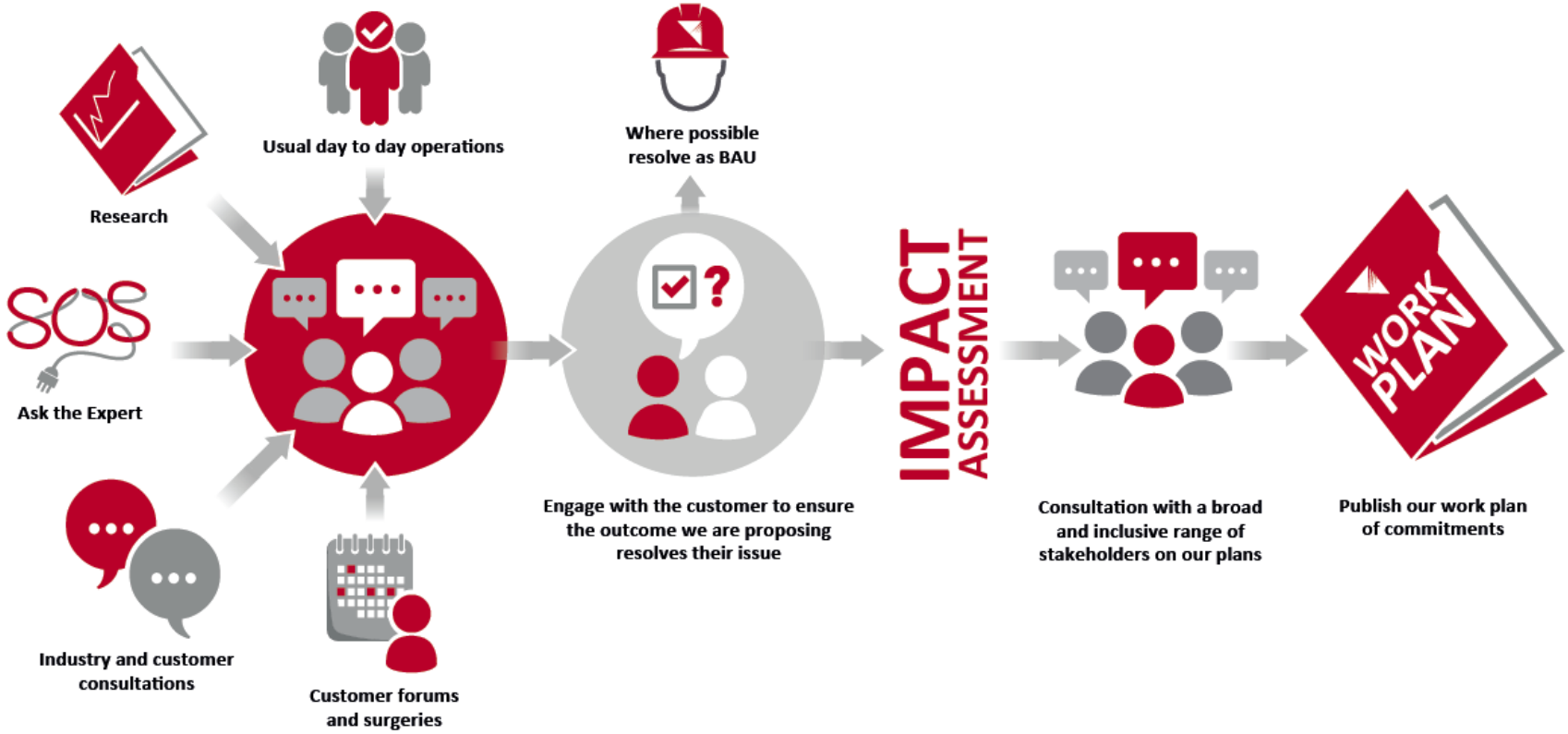
Category	Minimum Charge	Additional Charge per hour
Demand		
Single LV Service Demand Connection[A]	Zero	N/A
2 to 4 services single phase LV, no extension to LV network[B]	Zero	N/A
1-4 Premises, single phase LV, extension to the LV network[C] required	Zero	N/A
1 three phase LV service with whole current metering to a single Premises[D]	Zero	N/A
Other LV connection(s) with a total load up to 100kVA LV	£350	Zero
Other LV connection(s) with a total load greater than 100kVA and up to 250kVA LV not covered by the above	£350	Zero
Connection greater than 250kVA and up to 1MVA at LV	£430	Zero
Connection up to 250kVA at HV	£430	Zero
Connection greater than 250kVA and up to 1MVA at HV	£720	Zero
Connection greater than 1MVA and up to 3MVA at HV	£720	Zero
Connection greater than 3MVA and up to 10MVA at HV	£1540	Zero
Connection greater than 3MVA and up to 10MVA at EHV	£7880	Zero
Connection greater than 10MVA and up to 50MVA	£7880	Zero
Connection greater than 50MVA	£7880	Zero

Questions?

Our connections service improvement plans for 2018/19

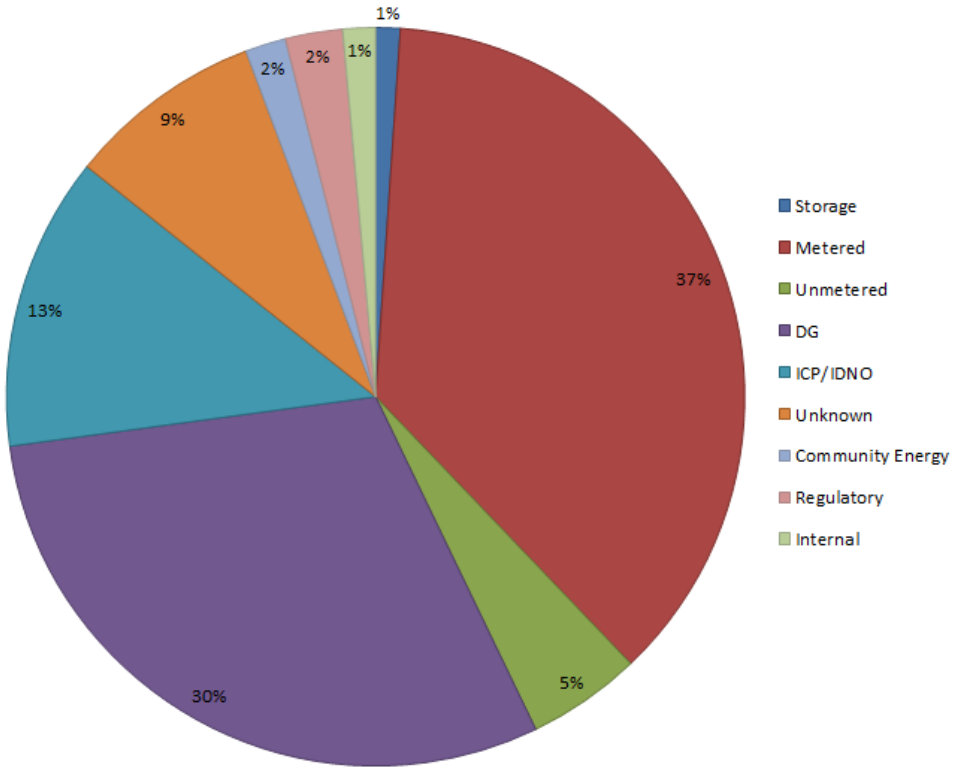
Mike Hammond
Head of Connections Services

Preparing our improvement plans



Preparing our service improvement plans

- 280 stakeholder comments collated, considered and where necessary, responded to in the year.
- All our improvement actions can be traced back to specific stakeholder feedback or requests.



Acting on your feedback

"Very useful webinar - thank you! Could you give any details on where else you will be considering deploying ANM?"

"We would like to encourage all DNOs to commit to an annual outage plan, regularly updated, as the most direct and informative way to keep generators informed of these events."

"…most of the DNOs issue KMZ (Google Earth) files of their network (HV and above). Is this something you are doing yet?"

"It may be helpful to have a list of engineers to discuss a project with before applying"

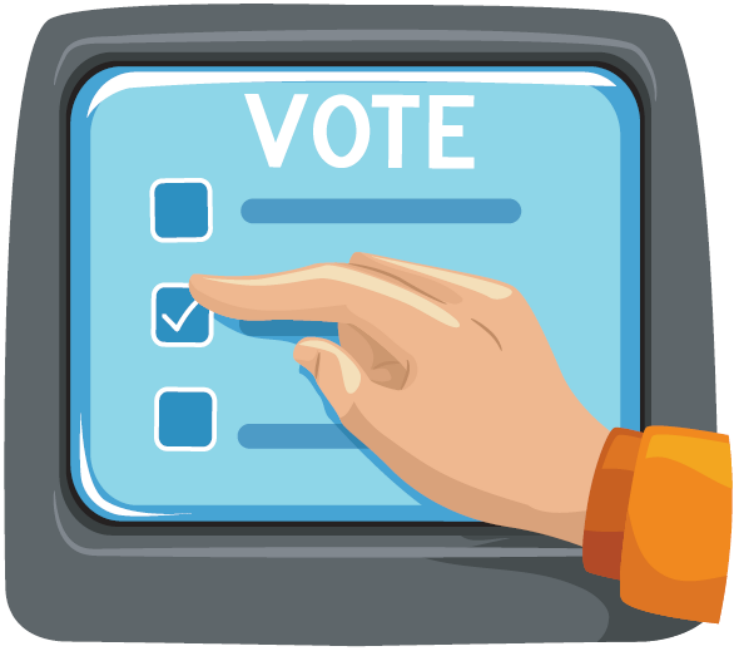
On "ongoing feedback": We have seen SSE adopt the practice of "DG owners operators forum" at our request, mid-year."

Acting on your feedback

- Some stakeholder comments related to non-connection issues.
- Some comments related to specific customer connections or can be dealt with through BAU.
- Some identified emerging issues which we will maintain a watching brief on.
- Some issues we can address through normal business operations.

Seeking your feedback

- Do you agree these actions will improve the connections service Northern Powergrid provides?



1=YES 2=NO 3=DON'T KNOW

Provision of information

1.1 We will provide customers with access to more detailed network information to support and inform their own design activity.

1.2 We will provide customers with better access to our network data by providing the information in GIS and KMZ formats.

1.3 We will provide generation customers with a forum to discuss operational issues and obtain accurate and up to date outage information so that they can plan more efficiently and strategically.

1.4 We will work with the ENA to update the DG connections guide and incorporate technology like storage and export limiting devices.

Provision of information

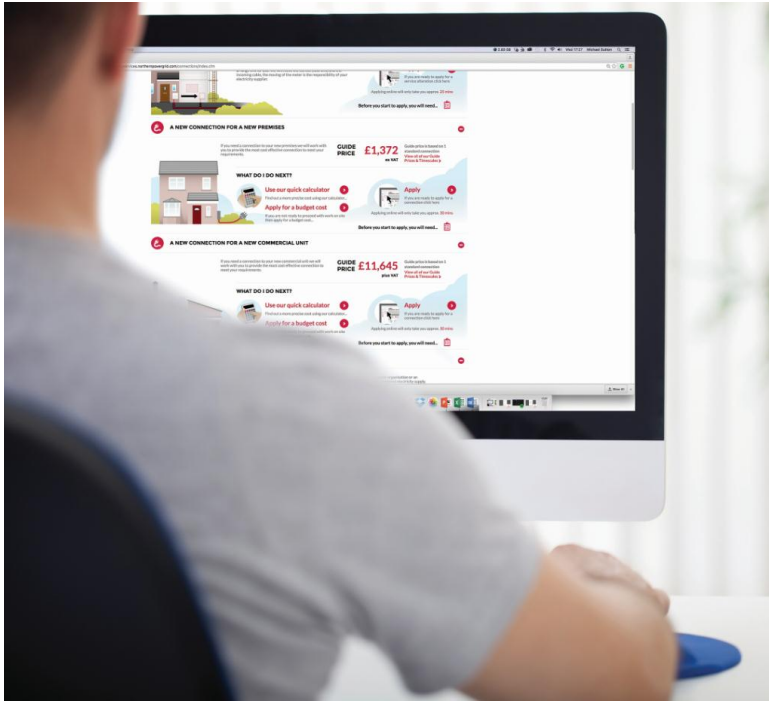
Do you endorse these actions and agree they would improve the connections service Northern Powergrid provides?

94%	1. Yes
3%	2. No
3%	3. Don't know

Improving our application and delivery process

2.1 We will create a new web page where customers can find the contact details of our regional connections engineers.

2.2 We will include a description of the connection as well as the enquiry reference number at the beginning of all our customer correspondences.



Improving our application and delivery process

Do you endorse these actions and agree they would improve the connections service Northern Powergrid provides?

97%	1. Yes
0%	2. No
3%	3. Don't know

Improving our communications and engagement

3.1 We will create a new web based process where customers can register as an interested connection stakeholder by customer type enabling us to deliver more targeted communications and engagement.

3.2 We will hold dedicated engagements for hard to reach stakeholders with specific connections needs like NFU members, Community Energy groups and off-grid customers.

Improving our communication and engagement

Do you endorse these actions and agree they would improve the connections service Northern Powergrid provides?

84%	1.	Yes
3%	2.	No
13%	3.	Don’t know

Technical and commercial developments

4.1 We will continue to engage with our stakeholders about our Active Network Management strategy including where and when we will deploy future flexible solutions.

4.2 We will work with the Open Networks Project to develop the Statement of Works process and make changes to our practices as appropriate.

Technical and commercial developments

Do you endorse these actions and agree they would improve the connections service Northern Powergrid provides?

72%	1. Yes
3%	2. No
24%	3. Don't know

Enabling competition

5.1 We will develop, trial and implement a new self-service process for ICPs where they can create own asset adoption agreements and submit them to Northern Powergrid for legal completion, further minimising the connection input services we are required to provide.

Enabling competition

Do you endorse these actions and agree they would improve the connections service Northern Powergrid provides?

57% 1. Yes

17% 2. No

27% 3. Don't know

Innovation

6.1 We will provide customers with better technical guidance about how to make a connection applications for hybrid generation-storage sites.

6.2 We will continue to share our vision and strategy for our transition to a distribution system operator (DSO) with our stakeholders.

Innovation

Do you endorse these actions and agree they would improve the connections service Northern Powergrid provides?

71%	1.	Yes
10%	2.	No
19%	3.	Don’t know

Finally…

- Overall, would you agree that we have a comprehensive work plan of service improvement commitments that meets the needs of our connections stakeholders?

Finally…

Overall, would you agree that we have a comprehensive work plan of service improvement commitments that meets the needs of our connections stakeholders?

Questions?

Key Note Executive Speaker

Patrick Erwin
Policy and Markets Director

Land Rights and Wayleave Appreciation

Josh Bradley
Senior Wayleaves Officer
New Connections

Overview

- New connections wayleave team
- What are land rights?
- Why are land rights required?
- Types of consents that may be required
- Other statutory or non- statutory consents
- Where do land rights fit into the connections process?
- How long will it take to obtain land rights?
- Wayleaves in advance
- How to help speed up the process

Wayleaves Team

- Senior Wayleave Officer, New Connections – Josh Bradley
- New connections - we have nine Wayleave Officers and two Administrators covering our two licence areas, Northern Powergrid (Northeast) Limited & Northern Powergrid (Yorkshire) Plc.
- We have dedicated solicitors in an external law firms who deal specifically with our legal work
- Also dealing with customer funded diversions
- Other wayleaves work streams look after EHV connections and non-customer funded diversions

What are Land Rights?

- The term ‘land rights’ is used as a collective term to cover the acquisition of property rights, such as freehold and leasehold interests, easements or wayleaves, as well as consultations and statutory consents that may be required before connection equipment can be installed.

Why are Land Rights required?

- We cannot install the equipment required for a connection to our electricity network without the consent of the owners and occupiers of any land affected by the work (requirement of the Electricity Act 1989)
- This may apply to the customers land as well as land owned or occupied by a third party
- In addition to having permission for the installation, it is important that we have the right to remain on the land, including rights of entry to work on the equipment at any time in the future
- We do this by obtaining legal agreements in the form of wayleaves or easements for electric power lines, and freehold transfers or leases for substations. Once completed, these agreements will allow us to install and keep our equipment in situ and to maintain it in the future
- Planning and other statutory and environmental consents may also be required

Types of agreements – O/H lines & U/G cables

Easement

- Documents executed as Deeds (Deed of Grant of Easement)
- A deed is a permanent right (usually, may be for fixed term)
- Can take 3-4 months to complete (needs solicitors)
- Typically completed for the development site but occasionally 3rd party easements may be required

Wayleave

- A wayleave is a personal licence (i.e. doesn't 'run' with the land)
- Wayleaves can be terminated
- Consent required from owner and occupier
- Used to cover apparatus through third party land
- Can be protracted as the third party has no interest in the scheme
- Difficult to provide timescales as 3rd party consents are outside of our control - can be days or can be months

Types of agreements – Substations

Lease

- Legal document completed by solicitors for substation sites.
- Normal term of the Lease is 60 years +
- Typically completed for industrial/commercial developments
- Lease of rights for integral parts of buildings
- May contain rights for access and cables

Transfer

- Legal document completed by solicitors for substation sites.
- Permanent interest in the land - owned by Northern Powergrid
- Typically completed for housing developments
- May contain rights for access and cables

Other statutory consents and permissions

There will be occasions when we require additional permissions or need to complete consultations before carrying out our work. A variety of permissions/consultations may be required, usually under planning and/or environmental regimes. Some examples are detailed below:

- **Overhead lines -** Planning consent for overhead lines under section 37 of the Electricity Act 1989
- **Substations -** If a substation is required as part of the customer's development, as detailed in the quotation, we put the onus on the developer to obtain planning permission for the new substation
- **Environmental considerations and consents -** Before carrying out work we need to consult with other organisations/bodies to meet our environmental obligations under Schedule 9 of the Electricity Act 1989 (our duty as to Preservation of Amenity. These include but not exclusively:
  - *Natural England, Historic England , Environment Agency, Archaeological Consultations and Protected Species such as bats, badgers, great crested newts, rare orchids etc.*

The Wayleave Process

1. When we receive the customers signed acceptance and payment for the connection the project is passed to the wayleave team where a wayleave officer will be assigned to the project
2. The wayleave officer will initiate a number of searches that will include the Land Registry, highway authority searches and appropriate environmental searches
3. Once all of this information has been obtained, the wayleave officer will start the process to obtain the relevant permissions and carry out any required consultations
4. When all the required permissions are obtained the wayleave officer will clear the scheme to the coordinator to progress the works

How long will it take to obtain Land Rights?

- Each connection involves different types of consents which take different lengths of time to complete. If all of the land we are working on is owned by the customer then almost everything is within their control to make sure there are no unnecessary hold ups in the completion process
- Sometimes there are times when our work involves consent from third parties and whilst we have no control over the majority of these we will be proactive in ensuring that these are completed as quickly as possible

Can you ask us to secure the Land Rights before you accept your quotation?

- We offer a service to you known as '**wayleaves in advance'** for projects where obtaining the land rights may prove difficult or time consuming to obtain but where you require certainty in the final quotation for your connection. We can help achieve this by securing land rights before issuing the quotation
- One of our design engineers will provide you with a budget estimate for your connection, which will provide you with a guide of the cost for the work
- If you wish to use the **wayleaves in advance** service you will be asked to pay a non-refundable fee in advance for the land rights process to be initiated
- Your project will be passed to our wayleaves team to identify and secure the land rights and any other consents that may be required
- When the land rights process is completed the wayleaves team will hand the scheme back to the design engineer for your project who will provide you with a firm quotation for the connection with the knowledge that we will be able to install it if you accept

How to help speed up the Land Rights process

1. Use the wayleaves in advance process
2. Give consideration to the requirements for land rights during your planning phase
3. Provide us with an accurate site plan to allow us to prepare the easement/lease/ transfer plans
4. When you instruct your surveyor solicitor, make them aware of the urgency of the transaction
5. Ensure the cable route or substation position match exactly with the plan that has been prepared for the easement/lease/transfer
6. Provide us with any relevant information you feel might assist us in obtaining consents from third parties – inform them of any involvement

Contact us

- Wayleave Admin Department
  - 0191 229 4604
  - wayleaveadmin@northernpowergrid.com
  - Please quote your ENQ number
- www.northernpowergrid.com

Questions?