

The Voice of the Networks

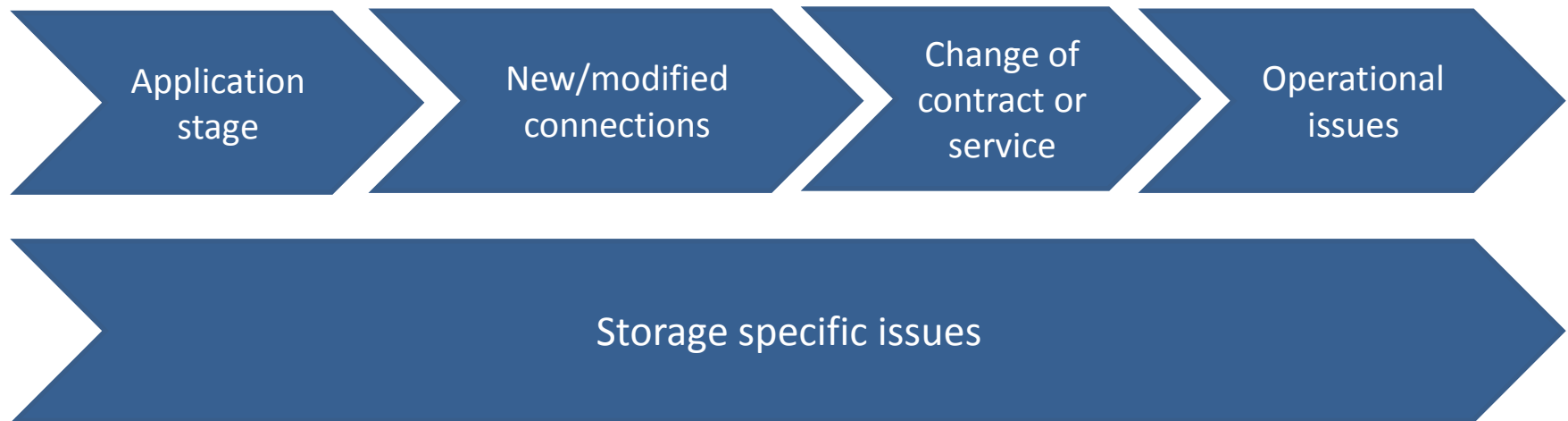


**Energy
Networks
Association**

**Open Networks
Project – Customer
Information
Requirements**

- To date, around 50 separate issues logged including the session at the last Stakeholder Advisory Panel.
- Many of these issues relate to information requirements. Others concern policy and processes.
- All of these issues and the discussion at the last Advisory Panel meeting are being used to inform:
 - Our work to develop Customer Information
 - Our Proposed 2018 Workplan
- The following slides summarise Customer Information requirements.

Headline categories - Information



Information at Application Stage

ISSUE	ADDITIONAL INFORMATION REQUIREMENT
General	Improve information provided to customers up-front to include but not limited to information on capacity, constraints, transmission constraints and potential costs to help inform applications. Further improvements could include information on network charges.
DER Capacity	Consistent and comprehensive registers of DER capacity by distribution area.
Potential Curtailment	Provide information on types of curtailment and likely levels of curtailment.
Terminology	Agreed definitions of commonly used terms (eg "Firm", "Non-Firm").
Connection Activity & Queues	Information on levels of connections applications locally .

Information At Connection Offer and if Contract requires update

ISSUE	NEW/MODIFIED CONNECTIONS - INFORMATION REQUIREMENTS
Customer Types	Customer categories used more extensively to help flag relevant information for different customer types.
Queue Management	Provide information on ongoing connection queue management.
Ongoing Costs	More frequent and detailed information on network cost profiles and ongoing liabilities.
Connection Offer Information	Consider the provision of additional information with the Connection Offer (eg cost profiles, potential constraints).
ISSUE	CHANGE OF CONTRACT - INFORMATION REQUIREMENTS
Revised DER Operation	Provide criteria to guide customers (including) aggregators on when to seek guidance from network operators when they are revising connection arrangements.
Revised DER Operation	Identify potential requirements to update contract documentation and timescales to change connection contract/service arrangements.

Information during Operation and issues highlighted for Storage

ISSUE	OPERATIONAL ISSUES - INFORMATION REQUIREMENTS
Revised DER Operation	Provide criteria to guide customers (including) aggregators on when to seek guidance from network operators on connection arrangements. Capture generator requirements for turn-up as well as turn-down.
ANM Status	Provide "system-status" visibility for ANM schemes to DER.
Operating Conditions	Make information on outages and potential constraints more readily available to customers.
ISSUE	STORAGE - INFORMATION REQUIREMENTS
Connection	Clarify how storage applications/connections are dealt with especially domestic and co-located.
Connection	Highlight where storage could be connected.