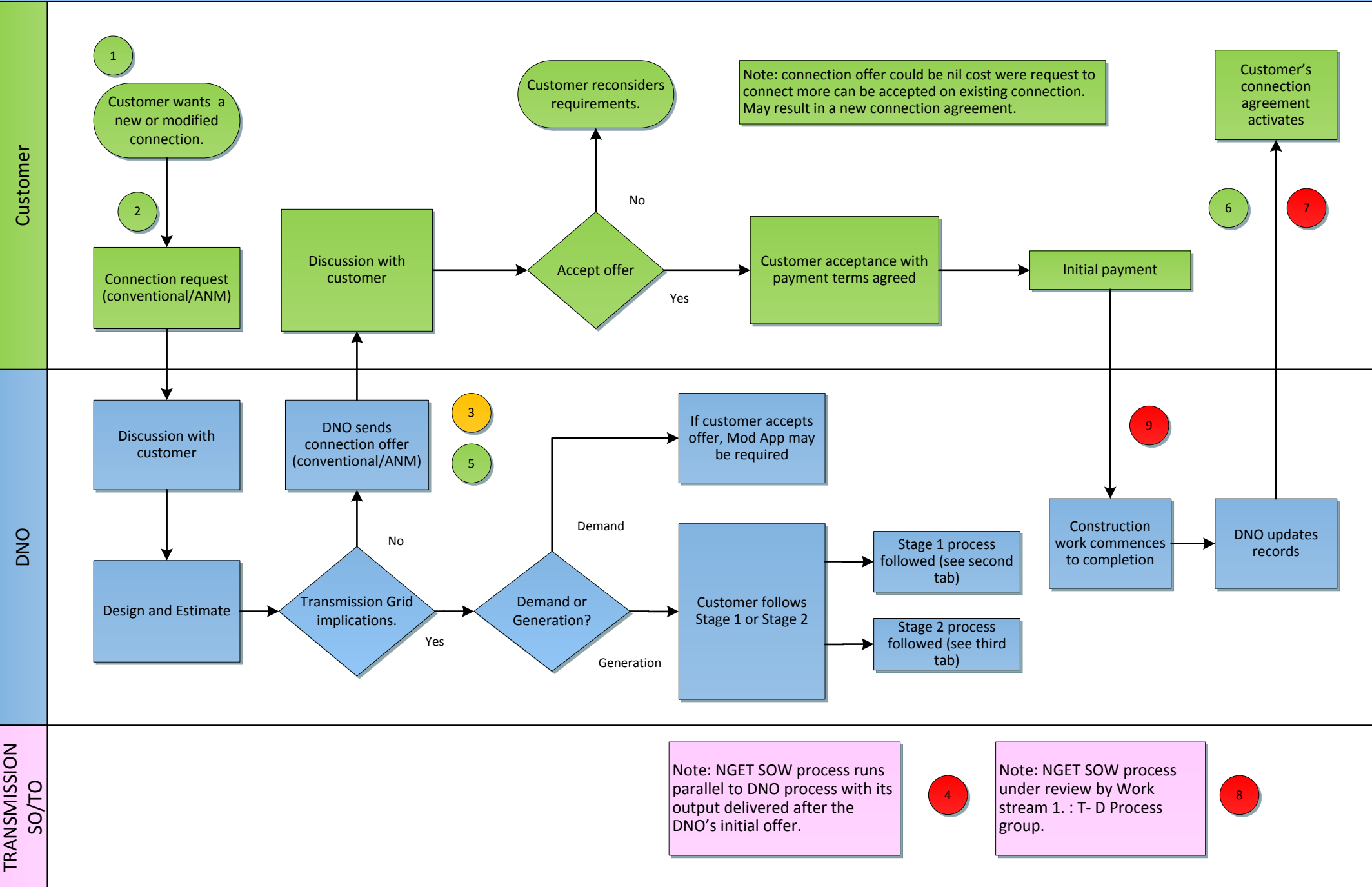


Customer Journey – New or Modified Connections.

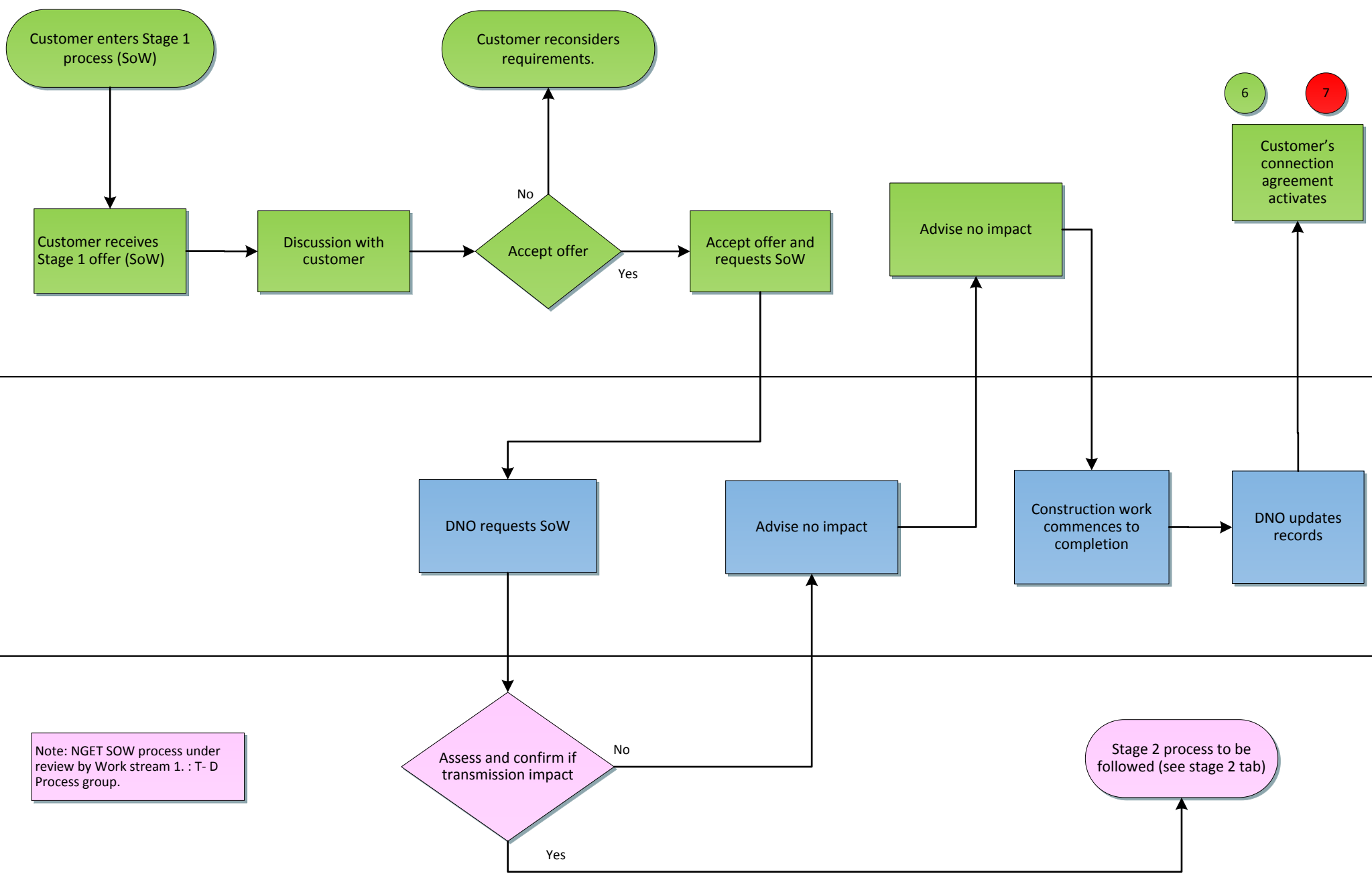
Phase



Customer

DNO

TRANSMISSION SO/TO



6

7

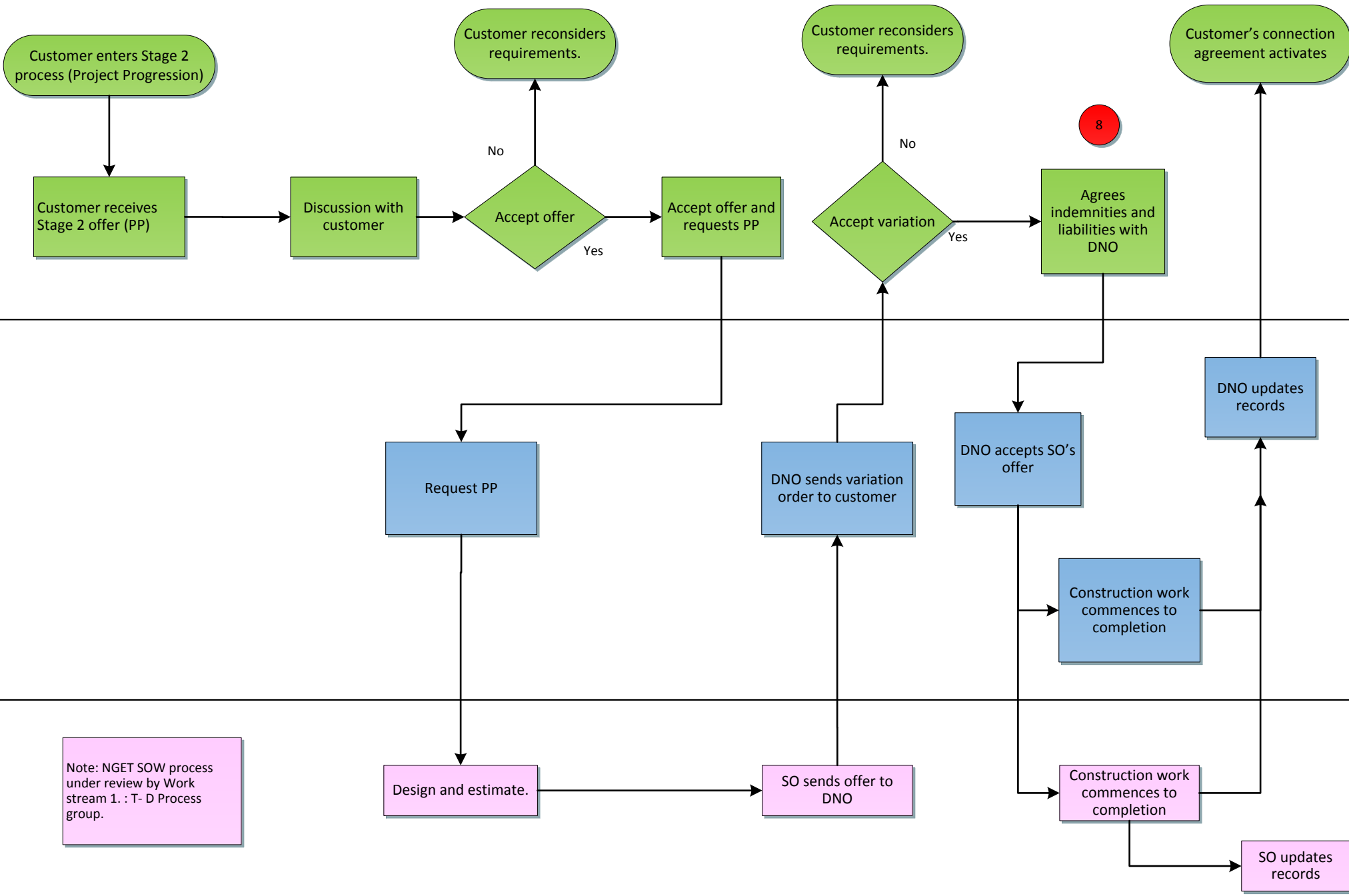
As is connections process for system service providers, including demand, storage and Non G83 DG. New and modified connections.

Phase

Customer

DNO

TRANSMISSION SO/TO



Note: NGET SOW process under review by Work stream 1. : T- D Process group.

1

DNOs publish heat maps to assist customer's own assessment.

7

Customers want more information on constraints/curtailment and outages post connection.

2

Connection process for storage – Dedicated storage application form available.

8

Customers want DNOs to publish information on indemnities and liabilities when transmission work required.

3

DG and storage customers want more information on estimated curtailment on un-firm connections

9

Customers may elect to withdraw from connection process

4

NGET SOW process under review by Work stream 1: T/D interface group.

5

DG connection offers contain milestones to enable DNO unlock unused capacity.

6

The connection agreement sets the operational 'envelope' for DG and storage to provide flexibility services.