

The Voice of the Networks

Open Networks Project: Response to Advisory Group Meeting 1 Feedback on Project Outputs

Introduction

The first Advisory Group meeting for the ENA Open Networks Project (re-named from the ENA TSO-DSO Project) was held on 27th April in London.

The project team presented an introduction to the project and provided the opportunity for feedback on the material to date from the project is a series of feedback sessions with attendees.

Comments from these feedback sessions were captured in the meeting and this paper captures the key comments and how they have been addressed in our materials.

This paper sits alongside the published updated versions of the project material.

Workstream 2 – Customer Experience

The project team presented a set of Customer Categories that will be used in the project:

- To assess the experience of different types of customers through their customer journeys and identify issues for different types of customer
- To understand potential contract options for the categories of customers that wish to engage in providing flexibility services
- As input to other workstreams to test the outcomes of processes (TD), models (DSO Transition) and mechanisms (charging) to see that improvements/changes work for different types of customer

The below table shows the headline feedback received from the Advisory Group and how this has been taken into account by the Customer Experience Workstream:

Advisory Group Feedback	Open Networks Workstream Response
Need to reflect that customers will move between categories (e.g. B-A or D-A)	Updated in introduction slide
Capture current & potential issues & prioritise core processes	Reflected in customer journey maps and issues to be presented to next Advisory Group
Irrespective of the categories, we need to consider vulnerable customers and reflect how the journeys work for different types of customer	Included in introduction slide
Need to consider potential future customers as well as existing	This is inherent in our development work
What incentives can be put in place to change behaviours (e.g. smart EV charging)	The definition of the DSO as a neutral market facilitator is covered
Prosumer is likely to be a confusing term in here as we should treat production and consumption separately.	Categories changed to reflect “Participant”
More context is required to explain the categories	Additional descriptions now included for the categories
Need charges that are proportional to the extent of the issue (e.g. avoid a large cost to fix a small issue)	Cost reflectivity is a principle of charging workstream output in Workstream 4
iDNOs need to be included in development	Continued involvement from iDNOs and briefing to iDNOs as part of project work

The Voice of the Networks

Advisory Group Feedback	Open Networks Workstream Response
Ensure Emergency Events / Outages are in scope	This is included in the scope of Customer Journey Maps & issues
May need to separate DNO from future DSO operations in considering customer journeys.	Noted for future consideration

Workstream 3 – DSO Transition

The project team presented a draft DSO Definition paper and DSO Transition Roadmap.

The below table shows the headline feedback received from the Advisory Group and how this has been taken into account by the DSO Transition Workstream:

Advisory Group Feedback	Open Networks Workstream Response
Make sure that aggregation by DSO is not explicitly in the definition – although keep it open as an option	Addressed and not in the definition.
What exactly is meant by balancing (local and national)? Can this be defined?	This is defined in the Functional Requirements to be presented at the next Advisory Group
What is the customer aspect of the DSO definition? How do interactions with customers change with the DSO compared to the DNO?	Definition includes focus on customer access, choice and service. Transition section refers to responding to and meeting customer needs & requirements.
How are IDNO's considered in the definition?	Definition open to all customers whether IDNOs, generators, demand customers etc. The definition is deliberately open so as not preclude any type of customer connecting to the network. We believe this is also addressed by the statement 'neutral facilitator'.
Where are DSO's located geographically?	This will be determined during the project and isn't to be defined at this stage.
What does a DNO do now, and what is a DSO going to do?	Please refer to 'Transitioning to DSO' table.
Is the trilemma really important? Or is cost simply the most important aspect?	UK government have identified the energy trilemma that we are solving. Affordability is a key part of this and need to balance this with keeping the lights on and enabling a low carbon future to meet our 2050 carbon targets. This is contextual for all our project development.
What is the DSO's role in investment planning? How and when will it assist in the decision making? Add investment planning to the functions	Investment Planning is included in the 'Transitioning to DSO' table.
What is the DSO definition at certain points in time? Is this required?	Please refer to Roadmap that outlines the evolution in DSO capabilities.
Remove 'prosumer' from the definition – or change the name	Definition updated to remove prosumer. This has also been removed from Customer Categories in Workstream 2.
Add a note in the definition that the DSO will be 'technology neutral', and also mention that it will be neutral to all the different customer types.	Please refer to 'Principles of Operation'. Definition also stresses 'neutral'.

The Voice of the Networks

Advisory Group Feedback	Open Networks Workstream Response
'Promotes Competition' is too weak; this should be the goal. Consider strengthening.	Addressed, removed 'promotes'.
Send potential DSO market models to Advisory Group for review and comment	Yes, these will be shared and an update on progress will follow.
Close out of transactions – what systems are required?	This is a level of detailed that will be considered in the SGAM model.
Add Cyber Security to the data section	There is a separate cyber security working group within ENA and we realise this is a cross-cutting issue across multiple industry initiatives.

Workstream 4 – Charging

The project team presented a draft 'Analysis of Commonality of Approach' and 'Principles and Options for increasing commonality of approach in Transmission and Distribution Charging'.

The below table shows the headline feedback received from the Advisory Group and how this has been taken into account by the Charging Workstream:

Advisory Group Feedback	Open Networks Workstream Response
Connection charging methodologies needs to reflect IDNO practices	Deleted text: Note, the above statement reflects DNO charging. IDNOs, who generally provide assets that would be treated as extension assets by DNOs with costs charged in full, are able to offer adoption payments which can reduce or eliminate these charges.
An element of flexibility is required so that the methodology can evolve with the development of new/unknown technologies or markets.	Agreed in the principles and to reflect in future development
The effect of automated flexibility (e.g. smart appliances based on minute by minute tariffs) should be considered	Workstream 3 will define how DSO will act as a neutral market facilitator for flexibility and charging mechanisms will support this.
Fairness – we need to understand how this will be reflected in future charging mechanisms	Agreed in the principles and to reflect in future development
Need to ensure businesses can plan ahead. Previously step changes have been large. Could changes be staggered to enable companies to adjust more easily?	For consideration in future charging outputs
Commonality between high level principles is important as it enables harmonisation (non-distortionary), however the methodology does not need to be the same. Having common principles should enable some simplicity in helping new customers understand the charging methodology.	This is reflected in the principles.
Need to communicate the structure of the charging group to the advisory group more clearly including its relation to Ofgem, other charging groups and how the findings/ideas will be delivered.	Briefing notes have been produced for each of the current charging initiatives to be presented to the next Advisory Group to set context.
The service provisions, entitlements and rights should be considered alongside the charges.	Agreed. We have included a paper on 'Rights and Entitlements' alongside the revisions to the papers provided in the April Advisory Group

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