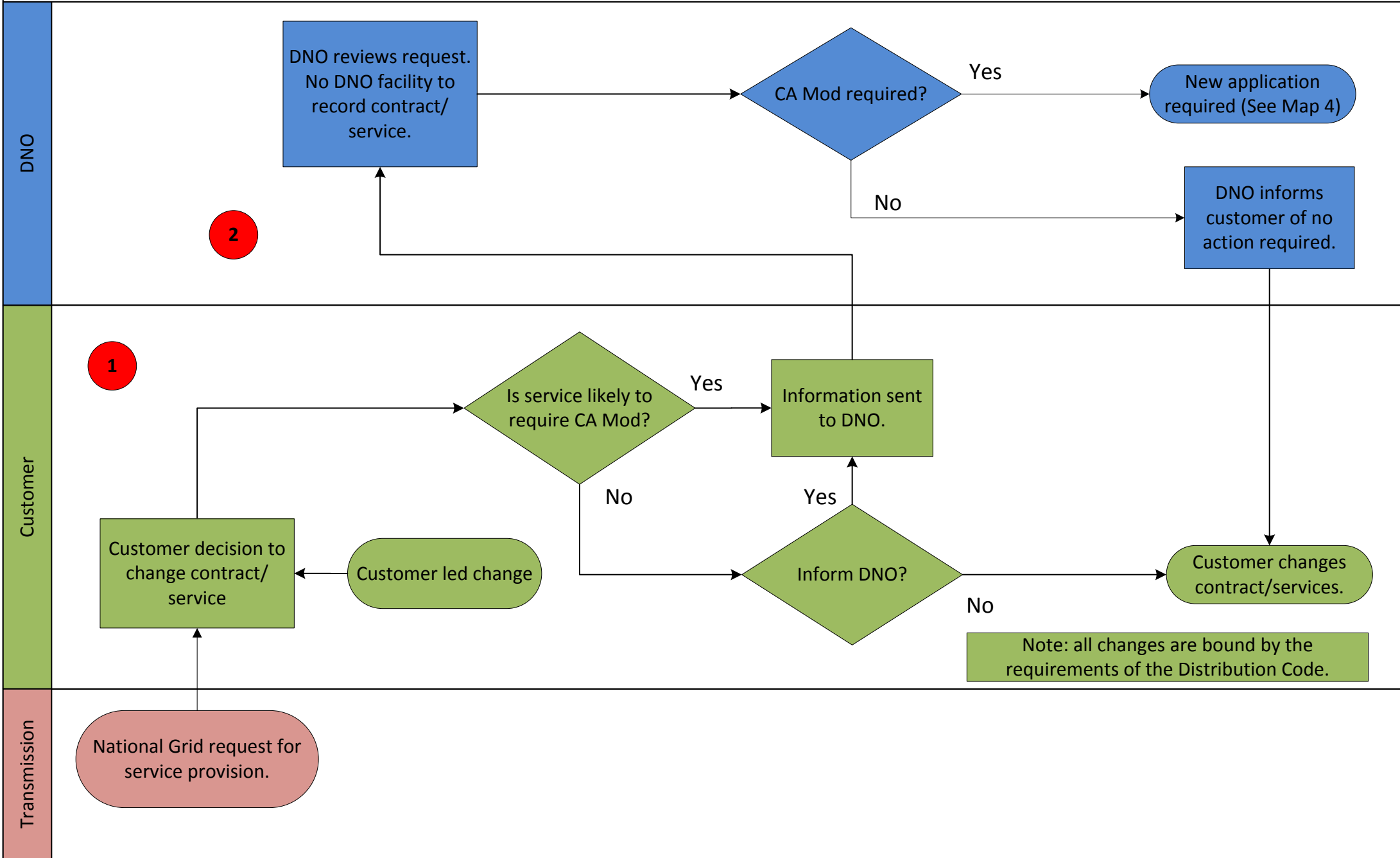


# Customer Journey – Change of Contract/Service

Phase



## 1c. Customer-led journey: change of contract/service. Existing process:

1

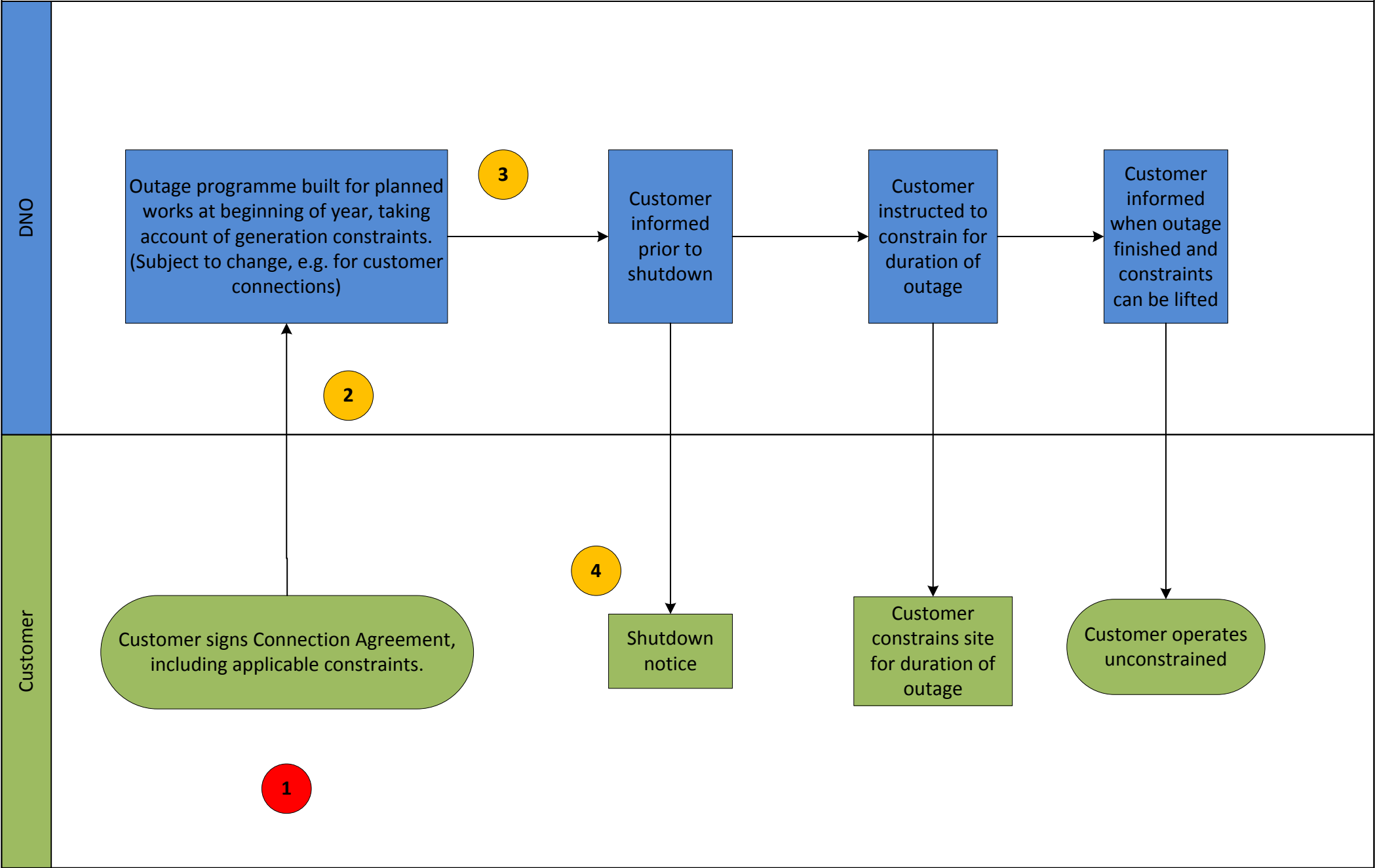
Guidance required from DNO.

2

Guidance required on definition of services.

# Customer Journey – Planned Outages

Phase

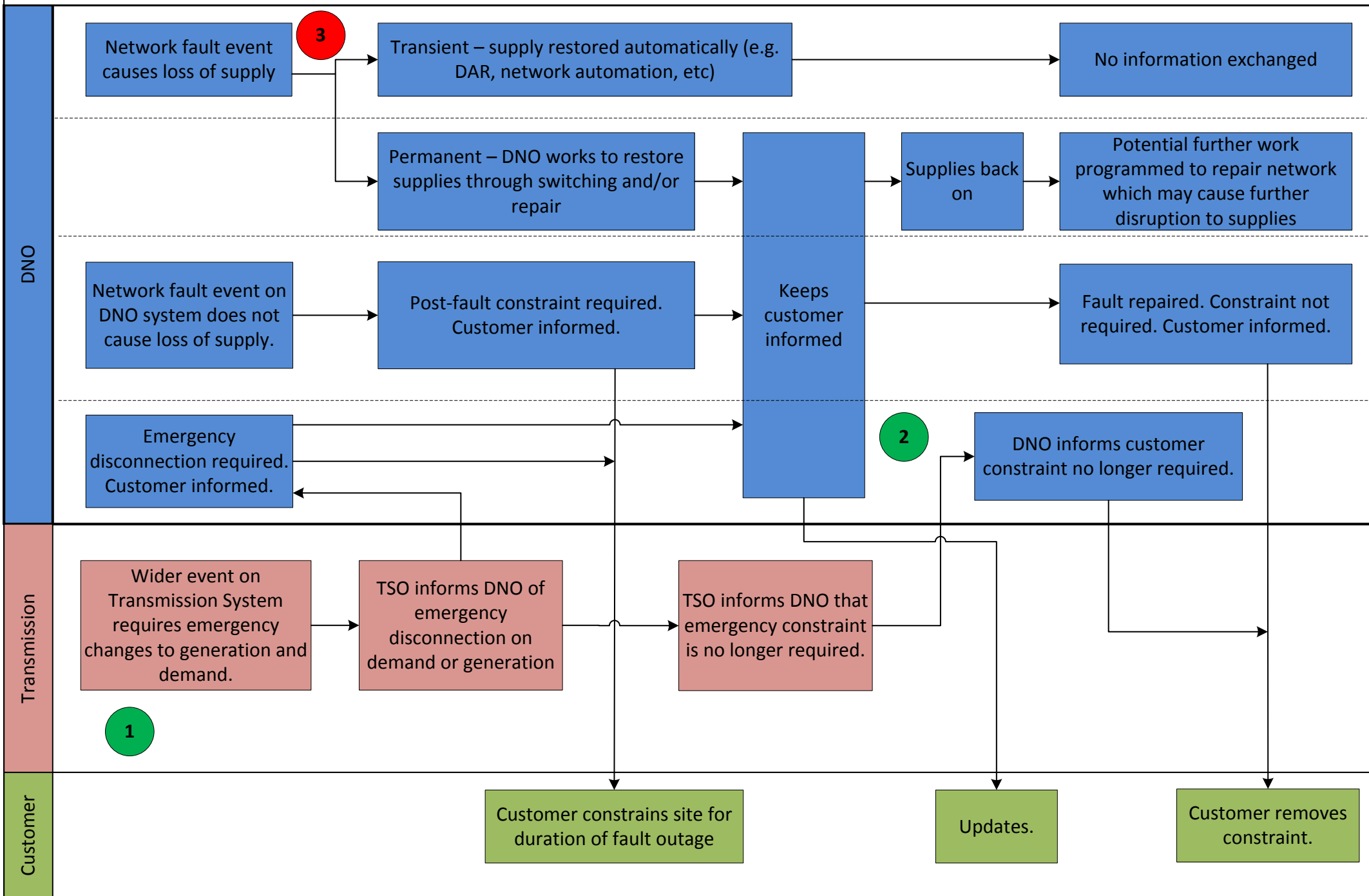


## 2a. Operational issues – (i) planned outages. Existing process:

- 1 Customers would like more detailed info regarding constraints (from both planned outages and faults) required at Connection Offer stage.
- 2 Some DNOs looking at informing customers about outages/constraints at the beginning of each year.
- 3 Some customers are prepared to pay for out of hours working to ease constraints, e.g. outages affecting PV during winter or hours of darkness. However, there is no official process in place and is agreed by local arrangement. Customers are likely to make these requests more in the future.
- 4 Customers would like an opportunity to discuss the programme.

# Customer Journey – Faults/Emergency Events

Phase



## 2a. Operational issues – (ii) faults / (iii) emergency transmission events. Existing process:

- 1 Emergency disconnection on the transmission system is only used following the use of all available commercial means.
- 2 DNO will use all available means of communication, including telephone, email, website and social media. (It is important for the customer to provide updated contact details. The DNO needs to have a process in place to record these updates).
- 3 Customers would like further detail on likelihood of faults.