Customer Journey – New or Modified Connections.

1. Customer wants a new or modified connection.

2. Connection request (conventional/ANM)
   - Discussion with customer
   - Accept offer
     - Yes: Customer acceptance with payment terms agreed
     - No: Customer reconsiders requirements.

3. DNO sends connection offer (conventional/ANM)
   - Discussion with customer
   - Design and Estimate
     - Transmission Grid implications.
     - Demand or Generation?
       - Yes: Generation
         - Demand or Generation?
           - Yes: Customer follows Stage 1 or Stage 2
             - Stage 1 process followed (see second tab)
             - Stage 2 process followed (see third tab)
           - No: If customer accepts offer, Mod App may be required
             - No: Demand
     - No: Demand

4. Note: NGET SOW process runs parallel to DNO process with its output delivered after the DNO’s initial offer.

5. Construction work commences to completion

6. Initial payment

7. Customer’s connection agreement activates

8. Note: NGET SOW process under review by Workstream 1: T-D Process group.
As is connections process for system service providers, including demand, storage and Non G83 DG. New and modified connections.

Customer

- Customer enters Stage 1 process (SoW)
- Customer receives Stage 1 offer (SoW)
- Discussion with customer
- Customer reconsiders requirements.
  - Yes: Accept offer
  - No: Customer reconsiders requirements.
- Accept offer and requests SoW
- Advise no impact
- Customer's connection agreement activates

DNO

- DNO requests SoW
- Advise no impact
- Construction work commences to completion
- DNO updates records

TRANSMISSION SO/TO

- Assess and confirm if transmission impact
  - Yes: Customer receives Stage 1 offer (SoW)
  - No: Stage 2 process to be followed (see stage 2 tab)

Note: NGET SOW process under review by Work stream 1: T-D Process group.
As is connections process for system service providers, including demand, storage and Non G83 DG. New and modified connections.

**Customer**
- Customer enters Stage 2 process (Project Progression)
- Customer receives Stage 2 offer (PP)
- Discussion with customer
  - Customer reconsiders requirements.
    - No
    - Yes: Accept offer
      - Accept offer and requests PP
      - Request PP
  - Yes: Accept offer and requests PP
- Customer reconsiders requirements.
  - No
  - Yes: Accept variation
    - Yes: Agrees indemnities and liabilities with DNO
    - No: Customer reconsiders requirements.
- Customer's connection agreement activates

**DNO**
- DNO accepts SO's offer
- DNO sends variation order to customer
- DNO updates records
- Construction work commences to completion

**CONSTRUCTION SO/TO**
- Design and estimate.
- SO sends offer to DNO
- Construction work commences to completion
- SO updates records

**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.

2. Connection process for storage – Dedicated storage application form available.

3. DG and storage customers want more information on estimated curtailment on unfirm connections.

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.

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

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

9. Customers may elect to withdraw from connection process.