Customer Journey – Change of Contract/Service

1. Customer decision to change contract/service

2. National Grid request for service provision.

DNO reviews request. No DNO facility to record contract/service.

CA Mod required?

Yes → New application required (See Map 4)

No → DNO informs customer of no action required.

Is service likely to require CA Mod?

Yes → Information sent to DNO.

No → Customer led change

Inform DNO?

Yes → Customer changes contract/services.

No → Inform DNO?

Yes → Customer changes contract/services.

No → Customer led change

Note: all changes are bound by the requirements of the Distribution Code.
1c. Customer-led journey: change of contract/service. Existing process:

1. Guidance required from DNO.

2. Guidance required on definition of services.
Outage programme built for planned works at beginning of year, taking account of generation constraints. (Subject to change, e.g. for customer connections)

Customer instructed to constrain for duration of outage

Customer signs Connection Agreement, including applicable constraints.

Customer instructed to constrain for duration of outage

Customer operates unconstrained

Customer informed when outage finished and constraints can be lifted

Customer informed prior to shutdown

Shutdown notice

Customer constrains site for duration of outage
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

**Network fault event causes loss of supply**

3.

Transient – supply restored automatically (e.g. DAR, network automation, etc)

No information exchanged

**Potential further work programmed to repair network which may cause further disruption to supplies**

**DNO works to restore supplies through switching and/or repair**

1.

Permanent – DNO works to restore supplies through switching and/or repair

Supplies back on

**Keeps customer informed**

**Fault repaired. Constraint not required. Customer informed.**

**Network fault event on DNO system does not cause loss of supply.**

Post-fault constraint required. Customer informed.

2.

**DNO informs customer constraint no longer required.**

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** Networks fault on DNO system does not cause loss of supply.**

**Emergency disconnection required. Customer informed.**

**Wider event on Transmission System requires emergency changes to generation and demand.**

1.

**TSO informs DNO of emergency disconnection on demand or generation**

**TSO informs DNO that emergency constraint is no longer required.**

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**Customer constrains site for duration of fault outage**

Customer removes constraint.
Emergency disconnection on the transmission system is only used following the use of all available commercial means.

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).

Customers would like further detail on likelihood of faults.