

# Charging Futures – Lessons learnt

CACoP

May 2019

# Needs case

## Why did we develop Charging Futures?

- Significant areas of electricity network charging no longer reflected how the network was used
- Changes could have a significant impact on all network users
- To deliver reform effectively would require a step change in amount and pace of change
- Needed to consider users at a distribution and transmission level together

# Our requirements

## Through Charging Futures, we needed to:

- Make the change process accessible to all network users
- Use simple and approachable language
- Use neutral branding



Reforming electricity charging, together

# Routes for network users to engage

We use a range of methods to create opportunities for network users to learn, ask and contribute about electricity network reform

- Forum
- Website
- Webinars

- Newsletters
- Task forces
- Newsletters

- Podcasts
- Summary notes



Learn



Ask



Contribute

# Charging Futures Forum

## Regular event open to all network users

- Held every 3-6 months
- Open to all network users up to ~100 attendees
- Focuses on sessions that require attendees to actively contribute to the topic and collaborate with others
- Avoids sessions that only informs attendees – Pre-work is distributed ahead of the event to bring everyone up to a common level of understanding
- Makes use of panels and Q&As so that all users can get access to industry experts

# Charging Futures Forum – Pre work

## Enables all attendees to have a common level of understanding

### Pre-forum questions and podcast

Ofgem will be running discussion sessions on the consultation. We recommend you **prepare for the forum** by reading/watching/listening to **at least one** of these resources:

- > The [Access consultation document](#) (if you want detail)
- > The [Access consultation summary note](#) (high level only)
- > The [Access consultation webinar](#) (if you have an hour)
- > The [Access consultation podcast](#) (if you have 30 mins)

Keeping these questions in mind:

- > **What are your views on Ofgem's proposals?**
- > **How do you think this work should be taken forward?**

To kick off the discussion, we talk around these questions in our latest podcast.

- > [To listen to the podcast click here](#)

### Section of a pre-forum email

- Makes a range of routes to access the key information that allow users to self select how much detail they want
- Poses prompt questions for attendees to consider ahead of the forum with time to consult colleagues, suppliers and customers
- A pre-forum podcast also discusses these questions and talks through the agenda

# Supporting consultation periods

## Consultations can be daunting

- Often lengthy and go into significant detail and complexity
- We have tried to make sure that network users have a range of options to choose from to access the level of detail that is right for them

### How can you get involved or find out more?

#### Contribute

- › Read and respond to Ofgem's consultation up until 18 September 2018 [here](#).
- › Attend the 5 September Charging Futures Forum to join the 'contribute' sessions.

#### Learn

- › Read the full consultation document and Baringa's analysis [here](#).
- › Visit the [Charging Futures consultation page](#) to:
  - Watch Ofgem's 24 July [webinar](#) launching the consultation
  - Listen to the Charging Futures podcast series on the consultation document launch here on [soundcloud](#) or on [apple podcasts](#).

#### Ask

- › You can contact Ofgem directly on Access and Forward-looking charges via [NetworkAccessReform@ofgem.gov.uk](mailto:NetworkAccessReform@ofgem.gov.uk) .
- › For any other questions on charging reform or Charging Futures, contact the Electricity System Operator, Lead Secretariat for Charging Futures at [chargingfutures@nationalgrid.com](mailto:chargingfutures@nationalgrid.com)

# Summary of how we have used other routes

## Webinars

Held when needed to inform users of key updates

- Open to all network users to sign up
- Held as and when key updates are required and focuses on informing
- Used to support consultations or decisions – gives a 1 hour alternative to a 90 page document
- Opportunity to ask questions of the experts

## Summary notes

Published alongside significant documents

- Available to all network users on the website
- Published as and when key updates are required and focuses on informing
- Used to support consultations or decisions – gives an alternative to a lengthy document
- Enables parties without the time to read the full document to stay up to date with key messages and chose where to get involved in more detail

## Podcasts

Informal updates in an easily accessible format

- 10-30 minute updates to industry
- Often used alongside other communications as a bite-size alternative to large documents or webinars



[nationalgrideso.com](https://nationalgrideso.com)

National Grid ESO, Faraday House, Warwick Technology Park,  
Gallows Hill, Warwick, CV346DA

nationalgridESO