

IS Change Forum

30th April 2019

Rolling Slides for
Stands

The Park Plaza
Riverbank London



nationalgridESO

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Future of Balancing: Routes for getting access to the BM

Routes to BM	Obligations	Metering Registration	Timescales/Costs
Supplier	Supply License Sign up to BSC	SVA	Up to 12 months. Shorter for off the shelf products.
Via a supplier (e.g. as embedded)	Agreement with supplier	SVA registered by supplier	1 - 2 months
Individual BMU - BEGA	Sign up to BSC	CVA	Cost calculator on connections website. Size and location dependant 28 days existing assets typically 3 months for offer new build
Via a Trading Party	Agreement with Trading Party	CVA reg by Trading Party	1-2 months
Virtual Lead Party	Slimmed down version of CUSC.BSC/GC	SVA	2-3 months anticipated £5k NG costs anticipated excl comms setups

Future of Balancing: Distributed Resources Desk

**Operationally Live:
21st January 2019**

**Operational: Monday
– Friday 07:00-19:00**

Criteria: Smaller
generators, battery
storage operators, and
demand side
response providers

**Establish the Distributed Resources Desk in
advance of wider access requirements in
December 2019**

**The desk allows new providers to quickly
establish themselves within the BM**

**A consistency of approach and advice from the
desk.**

**Responsible for building expertise and driving
future improvements**

Future of Balancing: Distributed Resources Desk

Two types of regular instruction in Balancing Mechanism

- Energy Imbalance (price)
- Frequency Control (dynamics, price)

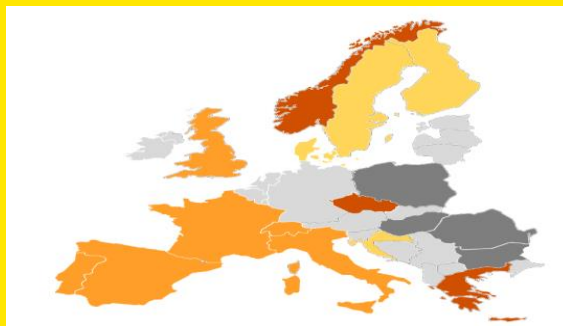
DR Desk was instrumental in ensuring smooth go-live of FFR contracts for BM Batteries

Reduced number of BOA rejections as a result of introduction of desk

Swift response to IT issues, which are as a result of instructions on the DR desk.

Prequalification and Registration for RR, WA, STOR.

High Level Overview and
Customer Relationship
Management (CRM)



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1 Introduction

2 Pre-Qualification/Registration Process

CRM Solution – Salesforce

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- Product Summary
 - Online Service Features
 - Online Experience

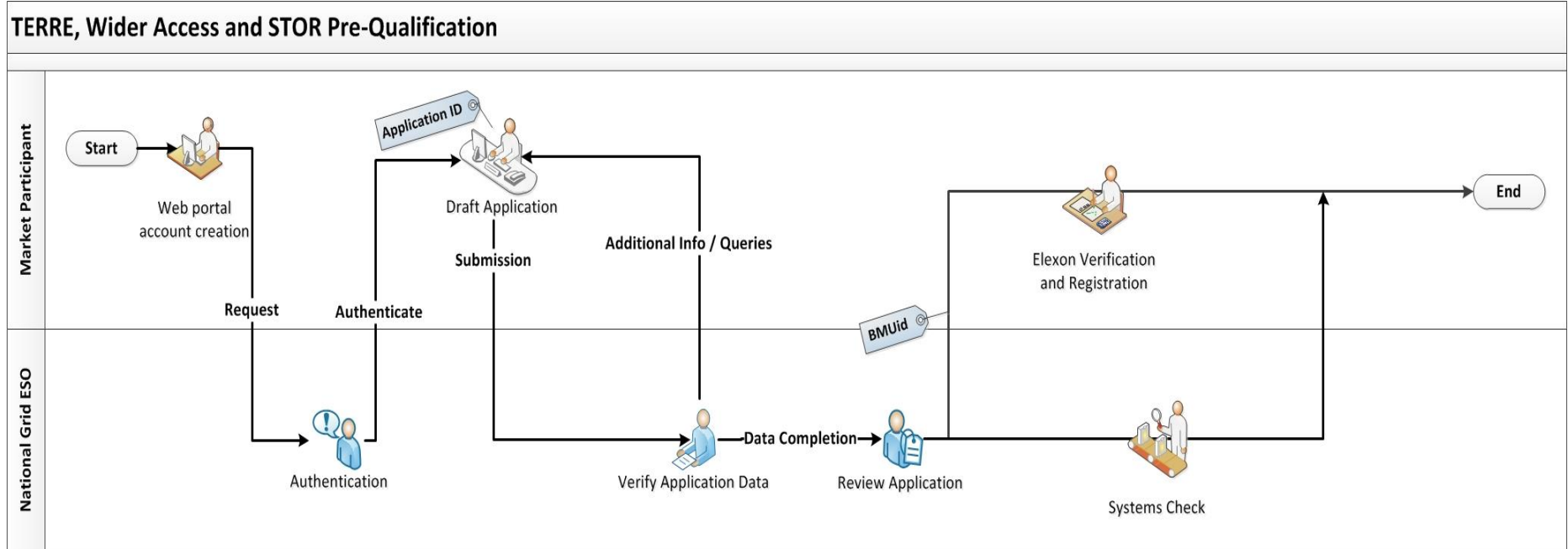
4 Next Steps

5 Questions

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Pre-Qualification/Registration Process

Overview for RR, Wider Access and STOR



CRM Solution – Salesforce

Pre-qualification Process will be automated through Salesforce.

- ✓ Market leading CRM technology.
- ✓ Utilised across National Grid for customer query management.
- ✓ Community Portal Solution will be implemented on the same Salesforce platform and org so data is shared.

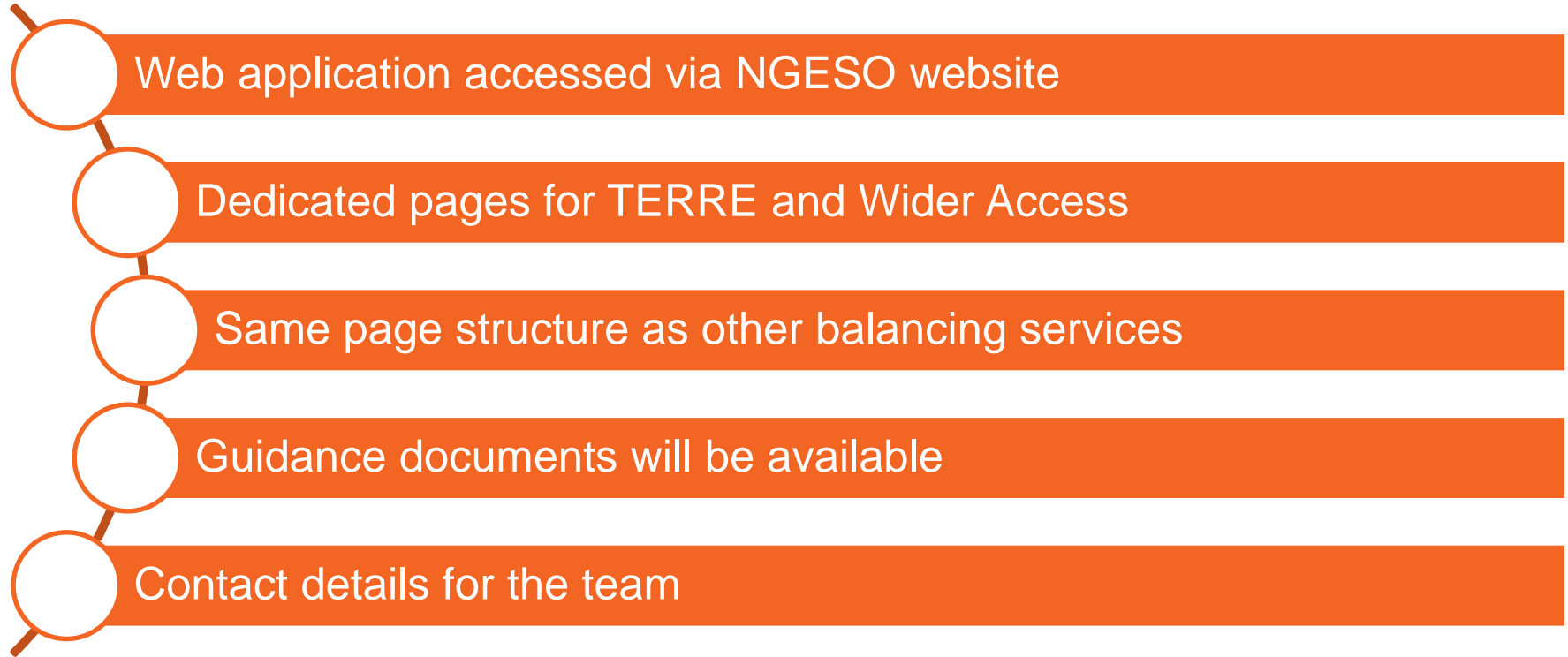
Benefits of utilising CRM enables:

- ✓ Drive towards a more customer centric organisation.
- ✓ Provides NG ESO with the ability to manage customer data in a more efficient (value), effective (analytics, communication etc.) and secure (access, data controls, volume of records) manner.

Online Service Features

- Secure login – two factor authentication
- Registered users – multiple users if required
- Gradually build application – save and return – submit when ready
- Pre-qualify existing and new units/sub-units
- Email notification/alerts

Online Experience - Access



Online Experience - Register

Register

New
Application

Asset
details

Agree &
Submit

Assessment

Approval

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Register

* Contact Name

* Phone

* Email

* Company Name (Legal Name)

National Grid Account Manager (optional)

* Company Registration Number

* Street Address

* Town/City

County


Country

* Postal Code

* Market Participant Type

Please Select

Yes, by creating an account I agree to the [Privacy Policy](#)

I'm not a robot 

Register

Already have an account? [Log in](#)

If you experience any issues with access to our IT systems please call us on (UK) 0800 917 7111 (International) +44 800 917 7111 and please reference TERRE or Wider Acc



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Online Experience - Application

Register

New
Application

Asset
details

Agree &
Submit

Assessment

Approval



Thank you for submitting your application. We are now reviewing your application and will update you on the status in due course. If you do not receive an email notification message within a few minutes, please check your Spam or Junk E-Mail folder just in case the email has been delivered there instead of your inbox. If so, select the email and mark it as 'Not Spam', which should allow future messages to come through.



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1 New Application

Application 00010329

Withdraw

Proceed



Account

TERRE Account

Created Date

23-Apr-2019

Contact

TERRE Contact

Status

Submitted - Thank you for your submission which will be reviewed. If further information is needed, we will be in contact. At this stage, you are unable to edit your application and may only withdraw it.

CUSC

You have confirmed that the applicant has acceded to the CUSC with the following document:
CUSC: 5001w0000203FkAAI - 23/04/2019.

Application Assets

<input type="checkbox"/>	ASSET NAME	BMU ID	TYPE	APPLICABLE MARK...	GENERATION CAP...	DEMAND CAPACITY
<input type="checkbox"/>	Aggregate Asset		Aggregated BMU	Replacement Reserve, ...	1	1
<input type="checkbox"/>	Sub Asset		Sub Asset	Replacement Reserve, ...	1	1
<input type="checkbox"/>	Non Aggregate A...		Non Aggregated BMU	Replacement Reserve, ...	100	100

Online Experience - Assessment



DASHBOARD
Pre-qualification Dashboard
As of 22-Apr-2016 13:00 Viewing as Internal Testing

Follow Refresh

Open Registrations

View Report (Time Open Registrations)

Applications in Submitted Status

View Report (Time Applications in Submitted Status)

Days Remaining For Assessment Of Submitted Applications

Completeness Check Days Remaining	Case Number	Case Owner
100%	1000000000	Case Description Owner

View Report (Days remaining for assessment)

Days Remaining For Approval Of Completed Applications

No Data

View Report (Days remaining for approval)

Case Owner Application Workloads

Case Owner	Record Count
Case Description Owner	100%

View Report (Time Applications by Case Owner)

Applications Under Review

View Report (Time Applications Under Review)

Open Applications By Case Age

View Report (Time Applications by Case Age)

Applications Withdrawn Per Month

View Report (Applications Withdrawn)

Open Applications By Status

View Report (Applications By Status)

Average Time Spent in Each Status

View Report (Time Spent in Each Status)

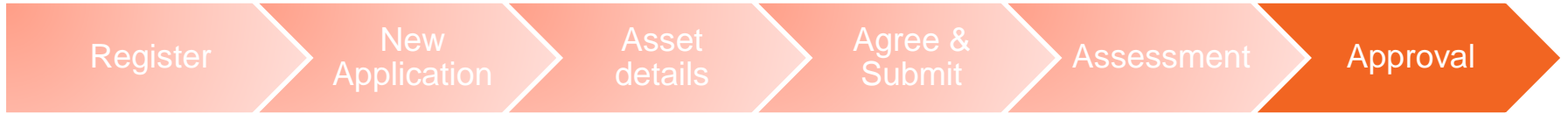
Time Completed Applications

View Report (Time Completed Applications)

Time Applications Ready To Approve

View Report (Time Applications Ready To Approve)

Online Experience - Approval



00010329

▼ Status and Deadlines

Status	Completeness Check Days Remaining
Ready to Approve	56
	Approval Days Remaining
	0

▼ Resubmission

Resubmission Notes	Resubmission Days Remaining
	0

▼ Approval Details

Comments for Approvers	Approval Status
	Approval Completed
Current Approver Record ⓘ	Current Approver ⓘ
APPVR-00009	SeniorApproverL1 SeniorApproverL1
Approval Comments for Applicant	

00010329

[View All](#)

Approvers (2) [New](#)

APPROVER ID	APPROVER	STATUS	TYPE
APPVR-00008	ApproverL1 ApproverL1	Completed	Manager
APPVR-00009	SeniorApproverL1 SeniorApproverL1	Completed	Senior Manager

[View All](#)

Approval History (4)

STEP NAME	DATE	STATUS	ASSIGNED TO
Application Approval	23/04/2019 15:16	Approved	SeniorApproverL1 SeniorApproverL1
Application Approval	23/04/2019 15:15	Approved	ApproverL1 ApproverL1
Approval Request Submitted	23/04/2019 15:15	Submitted	Internal Testing
Approval Request Submitted	23/04/2019 15:14	Submitted	Internal Testing

Next Steps

“We continue to listen and respond to feedback from our customers and stakeholders. This will enable us to prioritise activities that will create most value for consumers this year, and in future”.

- **Pre-qualification live since Feb 2019.**
 - Accessible via the NGENSO website (Replacement Reserve page under Balancing Services).
- **Further releases of new Salesforce functionality prior to December 2019.**
 - Aligned with business and regulatory requirements.
 - Incorporating market feedback from industry trials.
 - Opportunity for further testing from market participants.
- **CMP295 – CUSC Accession for VLP.**
- **System integration testing before go-live.**

Q&A



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