

STC Panel

Wednesday 25 November
2020

WELCOME



nationalgridESO

Introductions & Apologies for absence

- **Apologies**

Lurrentia Walker

- **Alternates**

None

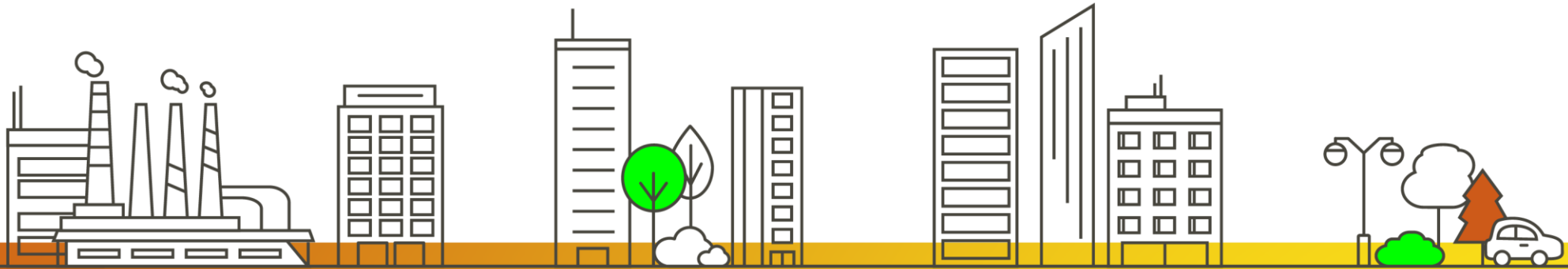
- **Presenters**

None

- **Observers**

Approval of Panel Minutes

Approval of Panel Minutes from the
Meeting held 28 October 2020



Actions Log

Review of the actions log



Authority Decisions



Decisions Received since last Panel meeting

None

Decisions Pending

None

Other

New modifications submitted



- None

Draft modifications to be discussed

- **CM075 'Clarification on Final Sums Definition'**

Richard Woodward, NGET

Potential Future Modifications and impacts of other modifications

European Network Code Impacts – Rob Wilson

Significant Code Review – Jonathan Coe

Force Majeure – All

Reports from Sub-Committees

Joint Planning Committee (JPC) – Nicola Bruce

**Network Access Policy Workgroup (NAP) – Milorad
Dobrijevic**

**Transmission Charging Review Group (TCRG) – Richard
Woodward**

Forward Plan Update/Customer Journey)

(January, March, May, July, September, November)

- **Code Admin Improvements**
- **Updated Consumer benefits section of proposal forms**

Updated Consumer Benefits Section in Proposal Forms

- In August we presented our new Proposal forms to Panels and these were well received. We have since had good feedback from Proposers.
- At the time, we said we were looking to add a consumer benefits section in line with discussions at the Code Administrators Code of Practice (CACoP) forum.
- Since then, CACoP has put forward a recommendation for what the consumer benefits section could look like.
- We have incorporated the guidance that CACoP have recommended within the consumer benefits section of our forms.
- Any feedback is appreciated.

Code Admin Improvements



A reminder of what happened in 18/19

The Code Admin team received disappointing results in the 2019 CACoP survey

There was a noticeable decrease across all three codes in 18/19 compared previous years

| | Grid Code | CUSC | STC |
|---------|-----------|------|-----|
| 2016/17 | 59 | 47 | 45 |
| 2017/18 | 66 | 65 | 58 |
| 2018/19 | 46 | 43 | 44 |

Our reflections on the 18/19 scores

We had three main observations from the 2019 CACoP survey:

- **Reduced industry resource** – the survey saw a decrease of resource across industry which in turn meant that Code Administrators would need to provide better communications and a tailored service.
- **ESO Code Governance seen to not be acting independently** – the data didn't tell us if this was seen as a conflict of interest between ESO & NGET or conflicts within the role of ESO. We felt for either of those, transparency was key in helping industry to see why & how decisions would be made.
- **Website improvements** – feedback told us our web pages were out of date or information was difficult to find. We pledged to make changes to improve our stakeholders' experience

You said, we did....

The Code Admin team put together a list of improvements that it pledged to make directly from feedback received. Some key examples are here:

Stakeholders told us:

We responded by:

| | |
|--|--|
| Website needed major improvement | Engaging with an external agency and our comms team to overhaul all code admin web pages. |
| Our documents such as reports or proposal forms were repetitive, lengthy and hard to navigate | Redesigning all documents by engaging with stakeholders in a consultative approach. The team did Plain English training and a course to help improve the style of writing in the reports. |
| We could do more in our role as Critical Friend | We have a robust process in place now to ensure we fulfil this role, supported by our updated and improved documents and training. |
| Information for industry as a whole could be better | We realised that along with increased numbers of modifications, more new entrants to industry had been engaging with us. We revamped all of our information that might be helpful to new parties wishing to get involved with code change. |
| Communications could be better | We have overhauled our comms to industry so it is now consistent in its appearance and style. We ensure that all important updates are communicated in this way regularly to our distribution list. |

What's next?



OVER THE FIRST HALF OF THIS YEAR WE HELD 64 WORKGROUPS AND 30 CONSULTATIONS



THIS COMPARES TO 57 WORKGROUPS AND 18 CONSULTATIONS ACROSS THE FIRST HALF OF 2019/20.



IN THE FIRST HALF OF 2018/19 WE HELD 39 WORKGROUPS AND 23 CONSULTATIONS.



WE WILL RUN A SURVEY TO GATHER VITAL FEEDBACK THIS YEAR TO BE ABLE TO VALIDATE OUR IMPROVEMENT ACTIVITIES AND WORK ON AREAS WHERE WE CAN STILL DO BETTER.

The background features several abstract, flowing yellow lines. In the top left, there are several curved lines that sweep upwards and to the right. In the bottom right, there are several parallel diagonal lines that sweep upwards and to the right, creating a sense of movement and energy.

AOB

Date of next meeting

Wednesday 16 December 2020

Modification Submission date – 1 December 2020

Panel Papers Day – 8 December 2020

Close

