nationalgrid

Shaping the Gas Transmission System of the Future: Future capacity and balancing systems and services feedback

nationalgrid

Introductions and Logistics

Engagement to date

What you've told us

Q&A

nationalgrid

Introduction to the speakers

Jenny Pemberton
Stakeholder Strategy Manager

Jen Randall
Gas System Operator Senior Commercial Analyst

Logistics

national**grid**

- Webinar should last for approximately an hour
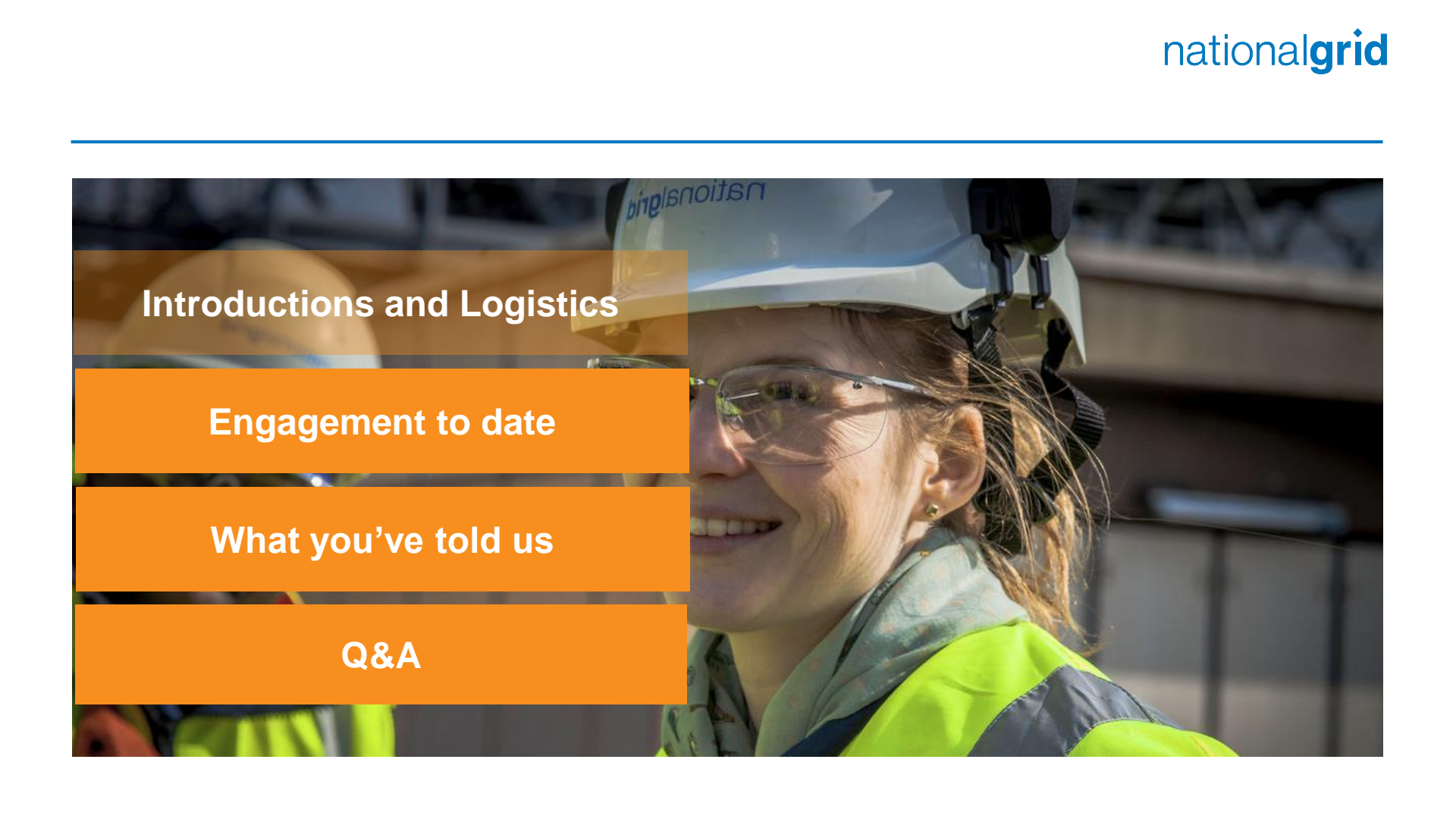- All delegates will be placed on mute
- Your questions are welcomed via the chat function
- Please answer poll questions when prompted

A quick poll to get to know you…

■ *Which Stakeholder Group would you identify yourself with?*

   a.   Customer, i.e. your organisation pays National Grid directly

   b.   Terminal operators

   c.   Consumer interest organisation

   d.   Regulator or government (central or local)

   e.   Energy network owner or operator

   f.   University, think tank or academic

   g.   Supply chain

   h.   Environmental interest organisation

   i.   Other energy industry

   j.   Other non-energy industry

Introductions and Logistics
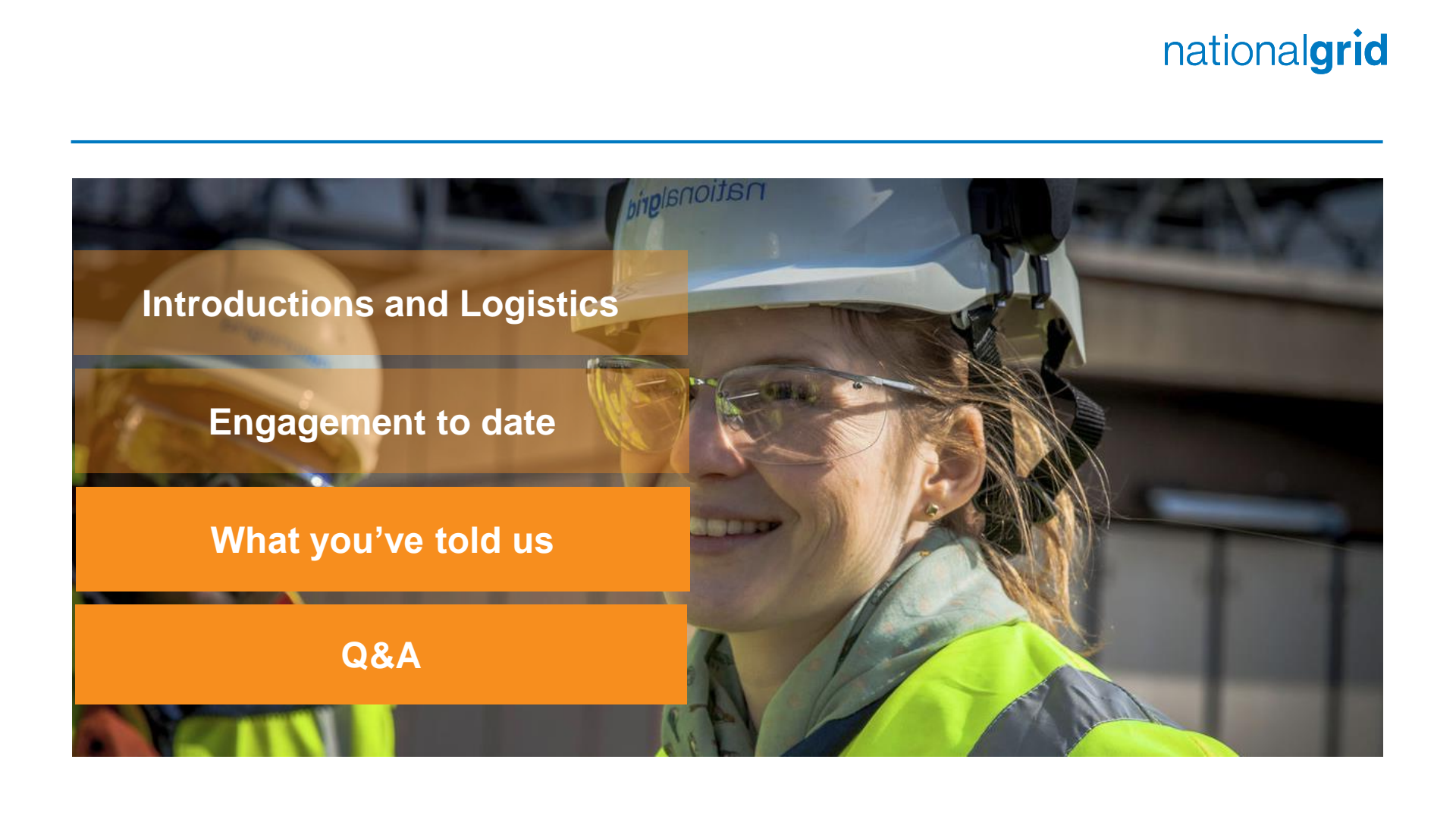
Engagement to date

What you've told us

Q&A

A summary of the last couple of months…

In January we played back what we heard from you during our **Listen Phase**

Your Priorities

Industrial and Domestic consumer priorities …

I want an affordable energy bill	I want to use energy as and when I want	I want you to minimise disruption to my life

…are delivered through our stakeholder priorities…

I want to take gas on and off the Transmission system where and when I want	I want all the information I need to run my business, and to understand what you do and why	I want to connect to the Transmission System	I want the gas system to be safe
I want you to protect the Transmission system from cyber and external threats	I want you to care for communities and the environment	I want you to facilitate the whole energy system of the future – Innovating to meet the challenges of an uncertain future	I want you to be efficient and affordable

…these were developed by consulting with

Consumers	Landowners	Other networks	Customers	Think tanks and academics	Government	Industry bodies	Interest Groups

nationalgrid

Consequence of system change

- Drivers:

    1. Users "pain points"

    2. Technical capability

    3. Volume of anticipated change

- Consequence: There is a risk that system change may not keep pace with industry change

- We asked: What is the impact on your business if the capacity and balancing system cannot keep pace with the level of industry change?

| Higher operating costs | Increased risk of non compliance | Opportunities lost and impact on delivery programs |

national**grid**

Consequence of system change

- From what you've heard about the drivers, do you agree with the anticipated consequence ?

    1. *Yes*

    2. *No – please give reason for your answer*

    3. *Can't say*

- Do you feel your voice has been reflected in what we've just talked about?

    1. Yes

    2. Partly

    3. No – *please give reason for your answer*

    4. Not applicable

national**grid**

Requirements in a 'unconstrained world'

■ We asked: In an "unconstrained" world, what are your functional and non functional requirements for a future capacity and balancing system and associated support?

Do the basics well

Improved information exchange methods, interfaces with User's systems and system security

Greater automation of the system and real-time processes

Increased reporting functionality and granularity

national**grid**

Requirements in a 'unconstrained world'

- Do you feel your voice has been reflected in what we've just talked about?

  1. Yes

  2. Partly

  3. No – *please give reason for your answer*

  4. Not applicable

national**grid**

Your system priorities

■ We asked: What are your priorities for when NG implements system change and the impact on your business if one of these priorities is not delivered on?

| Minimise impact on User's systems | Increased costs, resource requirements and risks for your business due to system compatibility |

| Quality of change and ability to test | A change may be implemented without User's fully knowing the result of the change |

| Visible timetable of change | To enable User's to accurately plan for the forthcoming change and make any necessary associated changes |

| Built in contingency methods | Processes will be disrupted if change isn't as expected. Mitigated by collaborative working and temporary parallel running of systems |

nationalgrid

Your system priorities

- Do you feel your voice has been reflected in what we've just talked about?

    - Yes

    - Partly

    - No – *please give reason for your answer*

    - Not applicable

nationalgrid

Your feedback

■ We asked: Which capacity and balancing services do you find useful, require improvement, do not use? What does the improvement look like

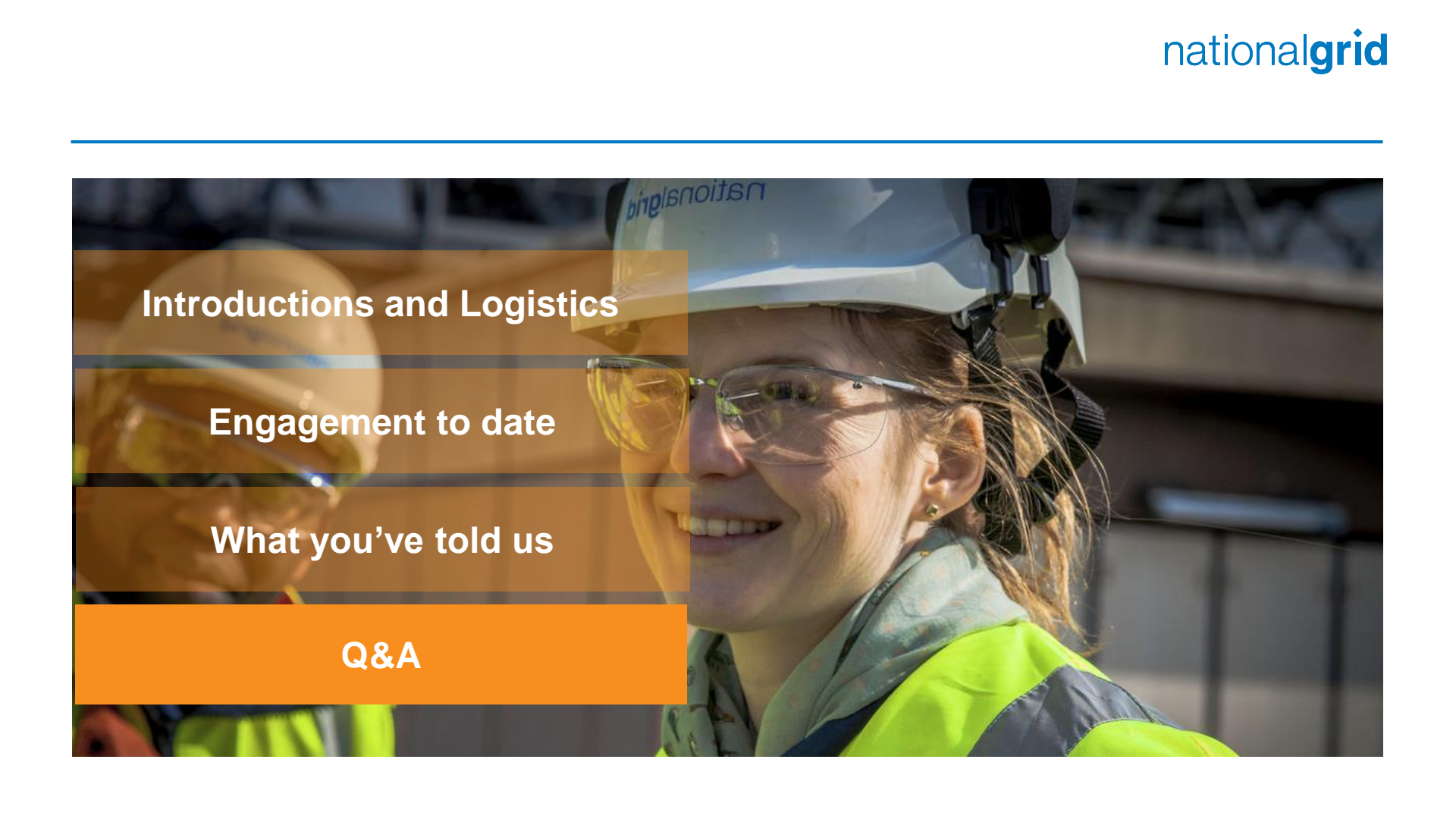|	
Invoicing	Better granularity and explanation
Energy Balancing Reconciliations	Quicker process rather than waiting for invoice correction. Better query management.
Nominations matching at IPs	Stability, speed and and consistency in the matching process, recognising different balancing regimes. More flexibility.
Gemini Capacity Functionality	Automatic bid process Real time capacity utilisation vs nominations Consolidation of entry and exit capacity
Gemini Change Delivery	Collaborative development and testing available
UIG	Forecasts and information provision

nation*grid*

Your feedback

- Do you feel your voice has been reflected in what we've just talked about?

  - Yes
  - Partly
  - No – *please give reason for your answer*
  - Not applicable

- On a scale of 1-10, please can you rate the following services which were identified as requiring improvement;

  - Invoicing
  - Energy Balancing Reconciliations
  - Nominations matching at IPs
  - Gemini Capacity Functionality
  - Gemini Change Deliver
  - Service Desk

Introductions and Logistics

Engagement to date

What you've told us

Q&A

nationalgrid

Next steps

- Further analysis of your insights

- Continued engagement

- Topic to be included in wider RIIO2 engagement

Continued engagement

- Asset health
- Gas on and off the NTS
- Information provision
- Tactical reinforcement

New conversations

- Whole energy system
- Customer service
- Innovation

nationalgrid

Industry Forums

Webinars

1-1s

Workshops

Surveys

Social media

Thank You