

Interactivity Process Guide

NGED's revised policy
for managing interactive
applications



Introduction

Following industry consultations throughout 2019 and 2020, regarding Interactivity and Connection Queue Management, the Energy Networks Association published the Interactivity Process Guide. The purpose of the guide was to create an industry-wide agreed process that all network companies will use to manage interactivity.

NGED's policies and processes have been updated to comply with, and should be read in conjunction with, the [ENA Interactivity Process Guide](#).

What is Interactivity?

When NGED receive two or more applications for a connection which make use of the same part network, or network assets, the applications become interactive. The resulting Connection Offers are termed Interactive Connection Offers.

Interactive Connection Offers form a queue based on their application date and are deemed either Unconditional Connection Offers or Conditional Connection Offers.

Unconditional Connection Offers are not dependent on the acceptance of any other Offers in the interactive queue.

Conditional Connections Offers are dependent on the outcome of the Offers ahead of them, e.g. Interactive Connection Offers with an earlier queue position, in the interactive queue.

Both Unconditional and Conditional Connection Offers have a validity period of 30 days.

Interactive Offer Process

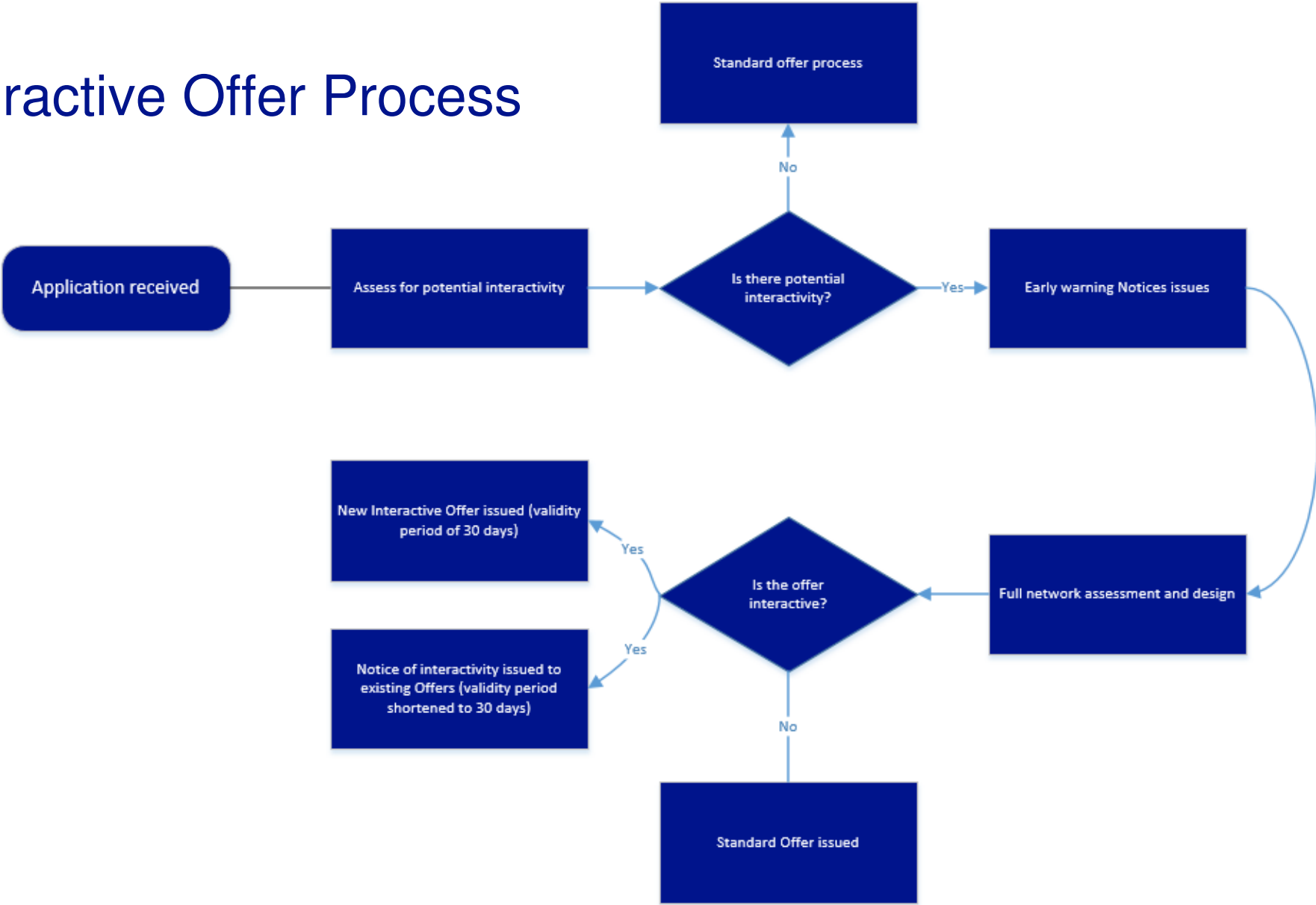


Figure 1 – NGED Process for Interactive Offers and Notices of Interactivity

Application Start Date

The application start date will be the date that is used to establish the Customer's queue position in the interactive queue.

The application start date will be the date the minimum information is received by NGED. The 'minimum information' is the information that NGED needs to progress the Customer's application. If all the 'minimum information' is not received with the application NGED will notify the Customer of the missing information as soon as reasonably practicable.

Early Warning Notification

Where possible NGED will aim to give Customers advanced notice that their Connection Offer may be interactive. Where, on initial investigation, it is indicated that an Offer may potentially be interactive NGED will issue an Early Warning Notification. The purpose of this early warning is to ensure Customers, where possible, have advance notice that their Connection Offer may become interactive so that they may plan accordingly for the effects this may have on the terms of their Offer (e.g. reduced validity period and payment requirements).

Confirmation of Interactivity

Where existing Offers become interactive we will issue a Notice of Interactivity to the Customer. This notice will confirm the Customer's Offer is now interactive, the queue position and whether the Offer is Unconditional or Conditional. This notice will also confirm the validity period of the Offer has been reduced to 30 days from the date of issue of the notice. If the Offer has less than 30 days validity period left then the remainder of the original validity period will remain.

Where an Offer is issued as interactive the Interactive Offer will confirm the Customers queue position and whether the Offer is Unconditional or Conditional.

The Interactive Offer will be issued with a 30 day validity period.

Acceptance

For both Unconditional and Conditional Offers signed acceptance is required within the Offer validity period.

For Unconditional Offers a completed and signed Acceptance Form must be provided along with the relevant payment which must be received and cleared within the Offer validity period.

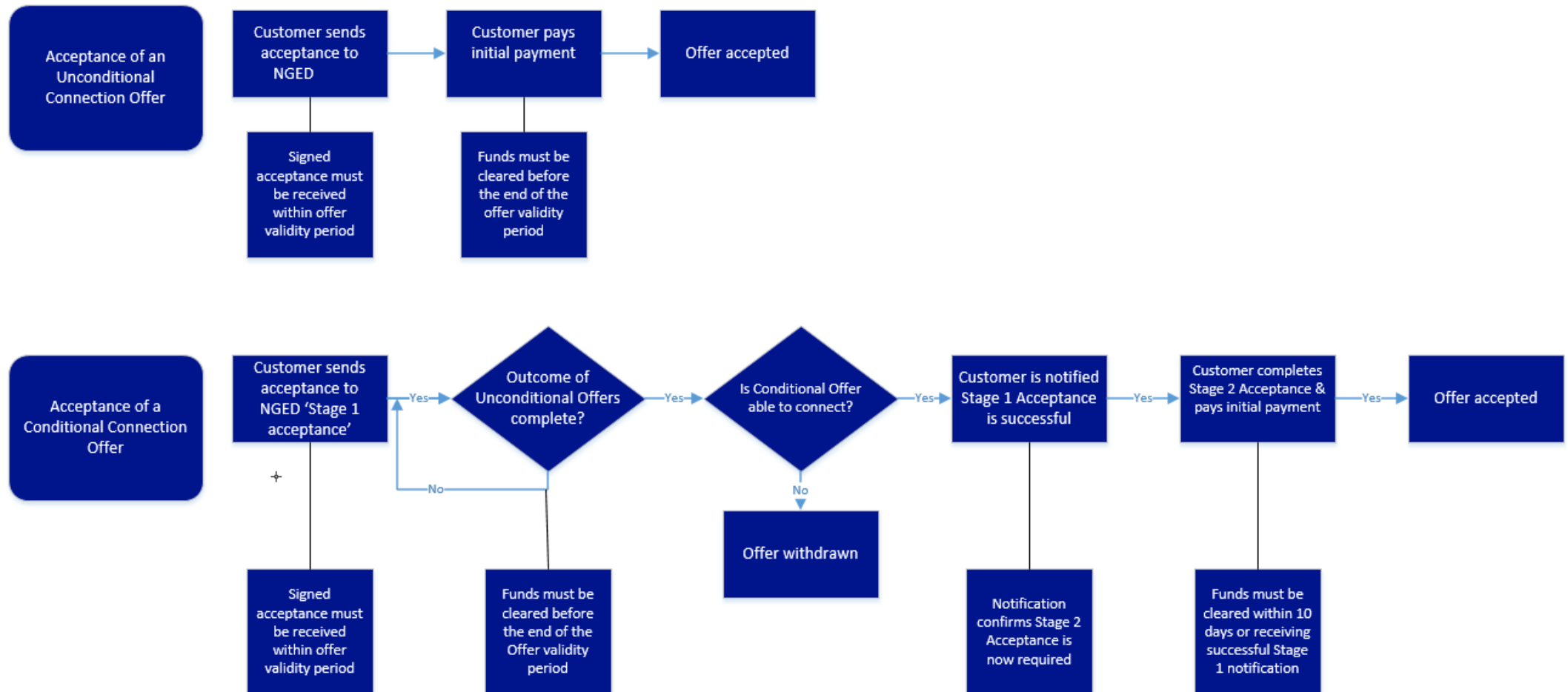


Figure 2 – Interactive Offers Acceptance Process

For Conditional Offers a completed and signed Acceptance Form must be provided at Stage 1 Acceptance. Customers will then be informed if the Stage 1 Acceptance has been successful.

If successful the Customer will need to complete the Stage 2 Acceptance which requires the relevant payment to be received and cleared within 10 days of the Customer receiving the notification of a successful Stage 1 Acceptance.

Customers will be informed of any unsuccessful acceptances as soon as practicable and the associated Offers will be withdrawn.

Reapplication

Customers who accepted their Conditional Offer to Stage 1 but were unsuccessful, or Customers who had their Conditional Offer withdrawn within its validity period, will be given the opportunity to re-apply for a new Connection Offer and retain their queue position.

To retain queue position Customers must re-apply within 10 working days of notification of an unsuccessful acceptance. In doing so, provided there are no changes to the application, the Customer will maintain their queue position based on their original application date if any subsequent round of Interactivity is triggered.

Further information

If you have any queries regarding the implementation of this policy please submit your questions to: nged.connections@nationalgrid.co.uk