



Making a positive difference
for energy consumers

Form of Long Term Development Statement

© Crown copyright 2023

The text of this document may be reproduced (excluding logos) under and in accordance with the terms of the [Open Government Licence](#).

Without prejudice to the generality of the terms of the Open Government Licence the material that is reproduced must be acknowledged as Crown copyright and the document title of this document must be specified in that acknowledgement.

Any enquiries related to the text of this publication should be sent to Ofgem at:
10 South Colonnade, Canary Wharf, London, E14 4PU.

This publication is available at www.ofgem.gov.uk. Any enquiries regarding the use and re-use of this information resource should be sent to: psi@nationalarchives.gsi.gov.uk

Contents

Form of Long Term Development Statement..... 4

- 1 Introductory Section4
- 2 Summary Information7
- 3 Detailed Information8
- 4 Development Proposals 15
- 5 Grid Modelling 17
- 6 Capacity Heatmaps 21
- 7 General Statement Requirements 23
- 8 Appendix 1 – Process for Assessing Treatment of Customer Specific Information 25

Form of Long Term Development Statement

The Long Term Development Statement (the "Statement") has six constituent parts:

- Introductory Section
- Summary Information
- Detailed Information
- Development Proposals
- Grid Modelling
- Capacity Heatmaps

1 Introductory Section

This is a stand-alone section that is part of the Statement. It will be published on the Licensee's website without the need for registration of user details and be provided free of charge to people in hardcopy on request. It contains sufficient information to enable any person to understand the scope of the information contained within the Statement and to assess whether it would be of use to them.

This Introductory Section describes the:

1.1 Purpose of the Statement

This explains the purpose of the Statement, consistent with standard condition 25 of the electricity distribution licence, which includes:

- Improving availability of distribution network information
- Furnishing developers with sufficient information to carry out initial assessments on network capability
- Informing users of development proposals for the distribution network
- Informing members of the public of the correct point of contact within distribution companies for specific enquiries

1.2 Content of the Statement

1.2.1 Summary Information

This explains that the content of the Summary Information section of the Statement includes:

- High level information relating to the design and operation of all voltage levels of the distribution network
- Small scale geographic plan(s) providing an overview of the 132kV (except in Scotland), EHV networks and substations described in the detailed information section

1.2.2 Detailed Information

The Introductory section states that detailed information is provided for 132kV networks (EHV in Scotland) to the lower voltage busbars of primary substations but includes details of any interconnectors at lower voltages that are needed to assess the capability of the higher voltage networks. This explains that the content of the Detailed Information section includes:

- Schematic diagrams detailing normal operating configurations of the distribution network
- Circuit data
- Transformer data
- Load information
- Fault level information
- Generation information

1.2.3 Network Development Proposals

This explains that the content of the Network Development Proposals section includes:

- For network development proposals where finance has been secured, details of the:
 - Work that is intended to be carried out
 - Expected timescale
 - Impact on the distribution network
- A high level summary of the interest in defined parts of the distribution network
- Summary details of design policies and practices to assist a user assess potential future development of the distribution network, based on the detailed information within the Statement

1.2.4 Grid Modelling

The Introductory section states that the Grid Modelling section calls for a grid model scope is (inclusive) from 132kV networks (EHV in Scotland) to the lower voltage (HV) bus in Primary substations plus any HV circuits interconnecting Primary substations. It explains that its content includes grid models expressed in CIM which are sufficient to support:

- Steady state power flow calculations
- Schematic and geographic diagram production
- Bus-level information like
 - firm capacities
 - fault levels

- projected peak loads
- connection interest/activity
- Future development projects

1.2.5 Capacity Heatmaps

This explains that the content of the Capacity Heatmaps section is intended to support end users to perform automated analysis of pre-computed capacity data using common data analytics and office software. It explains that this definition includes:

- The definition of format-agnostic data elements for the Capacity Heatmaps datasets
- The definition of a standard serialisation of the data including:
 - OpenAPI documentation for a Javascript Object Notation (JSON) interface
 - An Office Open XML workbook (XSLX) format for the data

1.3 Contact Point within the Distribution Company for Further Information/Feedback

The Introductory Section should include details of the contact point within the distribution company to:

- Request a copy of the Statement.
- Discuss a specific enquiry relating to a new connection to the distribution network
- Discuss a specific enquiry relating to an existing connection to the distribution network
- Request further information/clarity relating to the data contained in the Statement, and
- Provide feedback on any aspect of the Statement.

1.4 Relationship to Other Information Sources

The Introductory Section will provide links to other related information sources, including:

- The Distributed Generation Connection Guide
- The Guaranteed Standards for the provision of budget estimates and formal quotations for distributed generation connections
- Guidance on the process for requesting network data additional to that contained in the Statement.

2 Summary Information

This section includes information about:

- Design philosophies and practices
- Engineering recommendations and standards (references to information sources)
- High level summary of the structure of and design policies applied to the lower voltage networks (20kV and below)
- General network characteristics including descriptions of:
 - Standard plant and equipment sizes used
 - Harmonics (design standards and areas where harmonic levels are known to be an issue)
 - Methods of earthing used on different voltage levels or regions
 - Protection systems used
 - Network automation (existing usage and strategy for extension)
 - Use of auto-reclosers (design policy and preferred settings)
 - Operating voltages (target and bandwidth) for each voltage level of the distribution network
 - Use of line drop compensation
 - Load management areas
 - Areas where constraints or other restrictions are used to maximise network utilisation
- The approximate locations of 132kV and EHV circuits and substations are shown on geographic plan(s) of sufficient scale to allow a user to identify if there is network at these voltage levels in an area.
- Other sources of network and charging information published by the distribution company including competition in connections information (references to other sources of information are sufficient, provided that the method of obtaining the information is clearly identified).
- Any transmission or distribution networks connected to the distribution network detailed in the Statement (with interface points clearly identified), together with a contact point within other companies for information (a website address/or company name and head office address is sufficient).

3 Detailed Information

This section contains details of the 132kV networks (EHV in Scotland) to the lower voltage busbars of primary substations (including details of any interconnectors at lower voltages that are needed to assess the capability of the higher voltage networks).

Schematic diagrams shall be provided of sufficient scale and clarity to assist a user in interpreting and using the detailed network information. As a minimum, the nomenclature relating to substations on the schematic diagrams shall be consistent with that used in the relevant accompanying data tables. Normal open points shall be clearly indicated on all schematic diagrams and where named must also use consistent nomenclature on both diagrams and tables.

Information is provided for:

Circuits (Table 1)

Transformers (Table 2)

Load (Table 3)

Fault level (Table 4)

Generation (connected and connection offers accepted, table 5)

This document will also highlight where assets included in the previous year's Statement have been decommissioned. This can be achieved either using Tables 1, 2 and 5 of the Detailed Information and/or by providing this information in the Development Proposals section.

This section shall explain how other information can be made available for a specified part of the distribution network on request. The main categories of this information shall be listed in the Statement and include:

Circuits - Zero sequence impedance data

Circuits – Susceptance data for voltage levels other than 132kV

Transformers – Zero sequence reactance data

Transformers – Earthing details (including identification of hot substation sites)

Load – Details of the limitation on the firm capacity of a substation

Fault level – Details of each contribution to fault current at a node

- Calculated level of rms break currents decremented to the expected protection operation time
- Details of the limitation on the fault level rating at one or more specified nodes
- Indicative cost of relieving the limitation and the resulting increase in fault level headroom

The Statement clearly describes the procedure for obtaining this information, which requires the:

Person making the request to define the specific:

- Areas of interest including details of the substation group and the substation or busbar node names
- Information required (selected from the options provided in the Statement)

Distribution company to define the:

- Contact point for information requests
- Timescales for providing information
- Cost for providing additional information
- Format in which the information will be provided (tabular or narrative)

Table 1 – Circuit Data

S/S Group	S/S or Busbar Name		Operating Voltage	Positive Sequence Impedance		Susceptance	Rating Information	Circuit Length
	Node 1	Node 2		R	X			
			kV	% on 100 MVA base		Amps or MVA	km	
				Note 3	Note 4	Note 5	Note 6	

Notes

- 1 Data should be clearly linked with transformer data, loading information and network schematic diagrams contained within the Statement.
- 2 100 MVA is suggested as a convenient base for impedance data.
- 3 If X and R values are not stored separately within the licensee's distribution network model then an X/R ratio is an acceptable replacement for the X and R fields in this table.
- 4 Susceptance information should be included for 132kV networks and available on request at other voltage levels.
- 5 Rating information that is used by the licensee should be provided together with any explanatory note required to assist a user to interpret the information.
- 6 Details of circuit length should be included in this table or clearly marked on schematic diagrams unless this information can be estimated by the user from the geographic plans within the Statement.

Table 2 – Transformer Data

S/S Group	S/S or Busbar Name				Vector Group	Positive Sequence Impedance		Zero Sequence Reactance	Tap		Transformer Rating	Reverse Power Capability	Method of Earthing
	Node 1	Voltage	Node 2	Voltage		R	X	X	Minimum	Maximum			
		kV		kV		% on 100 MVA base		%	%	MVA	MVA		
						Note 2	Note 3	Note 4			Note 5		

Notes

- 1 Data should be clearly linked with circuit data, loading information and network schematic diagrams contained within the Statement
- 2 100 MVA is suggested as a convenient base for impedance data.
- 3 Zero sequence reactances should be included for 132kV networks and available on request at other voltage levels
- 4 The tapping range can be expressed as a percentage provided that the voltage base is clearly defined.
- 5 If the reverse power capability of a transformer has not been assessed, this should be shown as "NOT KNOWN" in this table
- 6 This table should be supplemented by narrative that provides a clear explanation of the characteristics and model of any non-standard items of plant

Table 3 – Load Information

S/S Group	S/S or Busbar Name	Voltage Level	Maximum Load of Previous Year		Forecast Load Information					Firm Capacity of S/S	Maximum Load Scaling Factor
			Note 2	Note 2	Year 1	Year 2	Year 3	Year 4	Year 5		
		kV	Notes 3 and 5	Notes 4 and 5	Note 6					Note 7	Note 8

Notes

- 1 Data should be clearly linked with network schematic diagrams
- 2 Maximum load information for the previous year would be detailed as a description of the existing system
- 3 Unit of measurement (MW or MVA) should be clearly defined (either is acceptable)
- 4 Reactive power requirement of the network can be recorded as reactive power demand (MVARs) or quoted as a power factor
- 5 Estimated values should be clearly identified within the table or by a generic statement
- 6 Forecast load information (define unit as MW or MVA) for five years should be provided. Where this applies to a single customer, then the distribution code submission (or equivalent) from the customer should be used.
- 7 A clear definition of firm capacity should be provided
- 8 Minimum load scaling factor can be defined within the table or by a generic statement

Table 4 – Fault Level Information

S/S Group	S/S or Busbar Name	Voltage Level	System Impedance		Existing System Fault Currents		Rating		
			R	X	Peak Make	rms Break	Make	Break	
		kV	% on 100 MVA base				kA	kA	
			Note 2	Note 2	Note 3	Notes 3 and 4			
			Notes 5 and 6						

Notes

- 1 Data should be clearly linked with network schematic diagrams contained within the Statement.
- 2 100 MVA is suggested as a convenient base for impedance data.
- 3 Calculated fault currents should include all relevant contributions from synchronous and induction machines as well as other parts of the distribution network and other connected networks (transmission and distribution). A clear definition of the method used to calculate fault currents (including a description of the application of engineering recommendation G74) should be provided in this or the summary information section.
- 4 The undecremented rms break current may be provided (as long as clearly defined with accompanying explanatory note)
- 5 Three phase fault level information should be provided for nodes with switchgear installed.
- 6 Single phase fault level information should be provided for nodes with switchgear installed where single phase faults are more onerous than three phase faults.

Table 5 – Generation

S/S Group (Grid Supply Point)	Supply Point	Primary Substation	Connection Voltage (kV)	Installed Capacity	Fuel Type	Connected / Accepted
Note 1	Note 1	Note 1	Note 4	Notes 2 and 3	Notes 4 and 5	Note 6

Notes

- 1 Nomenclature used for substation names shall clearly align with that on the schematic diagrams.
- 2 1 MVA is suggested as the minimum installed capacity for inclusion in the table.
- 3 Unit of installed capacity (MW or MVA) should be clearly defined (either is acceptable)
- 4 Generation may be aggregated by connection voltage and fuel type for any one particular substation.
- 5 Fuel type is split by the following categories:
 - Onshore Wind ($\geq 1\text{MW}$)
 - Offshore Wind ($\geq 1\text{MW}$)
 - Tidal stream & wave power ($\geq 1\text{MW}$)
 - Biomass & energy crops (not CHP) ($\geq 1\text{MW}$)
 - Waste incineration (not CHP) ($\geq 1\text{MW}$)
 - Photovoltaic ($\geq 1\text{MW}$)
 - Small CHP ($\geq 1\text{MW}$, $< 5\text{MW}$)
 - Medium CHP ($\geq 5\text{MW}$, $< 50\text{MW}$)
 - Large CHP ($\geq 50\text{MW}$)
 - Other generation ($\geq 1\text{MW}$)
- 6 A statement of whether the generation is already “connected” or “accepted” i.e. a connection offer has been accepted, but the generator is not yet connected.

4 Development Proposals

The Statement shall clearly identify areas of the network that are expected to reach or exceed their capability within five years of the date of publication of the information. This may be highlighted in Tables 3 and 4 (within the Detailed Information section) or shown separately within the Development Proposals section.

For development proposals on the network described in the detailed information section of the Statement, where finance has been secured (either within the company or from a third party) and as such the proposal can be viewed as firm, the following details shall be included in the Statement:

- Area of the network affected
- Outline of the planned works
- Reason for carrying out the works
- Expected timescale
- Expected impact on distribution network capability (including details of any network capability limitation that is relieved)

In order to assist users of the Statement in understanding whether or not a development proposal may impact on their plans, all firm development proposals shall be grouped by grid supply point.

Detailed information of planned additions to the network is provided, where available, in line with Tables 1 to 5, so that the user can make an assessment of future opportunities on the distribution network.

The Statement shall contain a description of design policies and practices that are used by the licensee to assess the distribution network and identify likely options for its development. A user should have sufficient information to make a reasonable assessment of likely developments on the distribution network, using the detailed information within the Statement about the current network and the firm development proposals. This includes a description of the process for managing network development at interface points with other transmission and distribution networks.

A high level summary of interest in demand and generation connections to parts of the distribution network described in the detailed information section shall be provided (Table 6). This summary will be a snapshot of activity on a particular date that is clearly stated in the Statement. A table is required for each substation group defined in the Detailed Information section. This is likely to be at the main interface points between the 132kV and EHV distribution networks (interface with transmission network in Scotland) or other similarly sized defined parts of the distribution network.

Table 6 – Table of interest in a connection

Grid supply point	Supply point	Primary substation	Proposed connection voltage (kV)	DEMAND		GENERATION	
				Number received in previous year		Number received in previous year	
				Total Number	Total Capacity	Total Number	Total Capacity
Note 1	Note 1	Note 1	Note 3		Note 2		Note 2
				Connection offers accepted by customer			
				Connection offers made (not yet accepted by customer)			
				Budget estimates provided			

Notes

- 1 Nomenclature used for substation names shall clearly align with that on the schematic diagrams.
- 2 1MVA is suggested as the minimum installed capacity for inclusion in the table.
- 3 Generation may be aggregated by connection voltage

This should inform the user of the Statement of the level of interest in each area of the network and will assist in the analysis of future opportunities on the distribution network.

5 Grid Modelling

The statement shall be supported by the provision of LTDS grid model data that shall:

- Enable the use of steady state network analysis studies of portions of the GB distribution grid, both within and across licence areas, to evaluate potential grid connection requests and
- Provide supplemental information that can be used in conjunction with study results to further refine the evaluation of potential connection requests.

The Common Information Model (CIM) and the IEC 61970 family of standards provide the basis for the structure of LTDS grid model data. The LTDS grid model definition leverages the information model described in IEC 61970-301 and the European usage and profile standards known as CGMES v3.0 (Common Grid Model Exchange Standard). Where UK requirements are not addressed by CGMES, UK-specific extensions to the information model and/or profiles are made.

The complete set of requirements to be met is described in Annex 1:LTDS Data Exchange Specifications and Annex 2: LTDS Grid Modelling Guidelines, and their Appendices.

In order to assist users of the Statement the grid model data shall encompass the following profiles groups:

- Physical profile group
 - Equipment profile
 - ShortCircuit profile
 - GeographicalLocation profile
- Situation profile group
 - SteadyStateHypothesis group
- Solution profile group
 - Topology profile
 - StateVariables profile
- Diagram layout profile
- System capacity profile

5.1 General Requirements

- The LTDS grid model scope is (inclusive) from 132kV networks (EHV in Scotland) to the lower voltage (HV) bus in Primary substations plus any HV circuits interconnecting Primary substations.
- Only equipment that is normally in service appears in LTDS modelling.

- The goal is to provide grid model data sufficient to calculate power flow. Devices shall be modelled with sufficient detail to be able to apply control or switching actions and study variants.
- All circuits associated to each Grid and Primary substation shall be included in the LTDS grid model scope
- All DNO-owned transformers in the LTDS grid model scope shall be modelled, including their control functions if present.
- All individual loads connected to the grid at voltage levels above EHV shall be modelled explicitly and all loads served by an HV bus shall be modelled as aggregate loads.
- All series compensators, shunt compensators and static VAr compensators shall be modelled at their correct grid location.
- The LTDS grid model shall include two solved cases, one reflecting the time of last year's NETS maximum demand and the other the time of last year's NETS minimum demand.
- The LTDS grid model shall include as-is information on bus capacity and fault level limits and Information on historic and future bus non-coincident peak loads.

5.2 Generator Requirements

- All generators connected at a voltage level above the lowest modelled voltage level shall be modelled explicitly and all generators connected at or below the lowest voltage level shall be modelled as aggregate generation. Aggregate generation is aggregated by connection voltage and type at the HV bus and is associated with the aggregate feeder breaker of the HV bus.
- Basic modelling of the network between an individual generator and its grid connection point shall be provided. At the minimum, this shall consist of the step-up transformer and associated switching devices.

5.3 Short Circuit Requirements

- The ShortCircuit profile shall describe the equipment electrical behaviour characteristics essential to the execution of short circuit studies. LTDS currently does not call for publication of complete short circuit study input data. Data required to be published is limited to:
 - Switch making and breaking ratings for each breaker including for the aggregate feeder breaker. Note, there is one aggregate feeder breaker for each Primary substation lower voltage bus and it provides breaking capacity and making capacity current values

5.4 Geographic Profile Requirements

- The profile shall provide the geo-spatial location of equipment, facilities, and load and generation.

5.5 Diagram Layout Requirements

- The profile shall provide:
 - A licence area geographic diagram representing:
 - Licence area name and boundary
 - GSP substations and their names
 - Lines between GSP substations and their names
 - A GSP Schematic diagram for each GSP representing:
 - All substations in the GSP and their names
 - Lines between substations and their names
 - A schematic diagram for a subset of substations in each GSP representing:
 - Substations and their names
 - Lines between substations and their names
 - All equipment (e.g. lines, transformers, loads and generators). Names for different objects shall be visible
 - Switch normal positions
 - Additional diagram layouts to aid in understanding may be created.

5.6 Serialisation

- The LTDS grid model scope is to be published using the following standards-based approach to organising CIM grid model instance data:
- CIM XML files contain grid instance data in the form of either a FullModel or a DifferenceModel. The grid instance data in the CIM XML file conforms to one or more LTDS profiles. Each file has a header which provides Model context information (created time, time represented, creator, etc.) as defined in CGMES v3.0.
- .zip files are used to collect the CIM XML files into groups which fully describe:
 - cases made up of FullModels
 - projects made of DifferenceModels
- .zip file names provide additional context data reflecting the business purpose of the data (LTDS), the licence area being modelled, the nature of

the case, the type of project (Connection/Development) represented, and the version number.

- There is no required naming convention for the .xml files that are part of the zip file. The CGMES v3.0 constraints that define .xml file naming conventions are not used.

6 Capacity Heatmaps

The statement shall be supported by the provision of capacity heatmap data that shall

- Allow end users to assess generation and demand capacity on distribution networks
- Support the display of capacity data geographically

The capacity heatmaps data defines a minimum standard data structure and serialisation format for this data. This standard is intended to support:

- The rendering of capacity information on a geographical display as a heatmap, choropleth, or similar visualisation format
- Manual or automated assessment of substation and circuit capacity using data analytic techniques

The capacity heatmaps data complements the Grid Modelling data defined in the previous section, supporting use-cases that do not require electrical network analysis techniques such as power-flow, state estimation, or short-circuit analysis. This data is intended for users performing data analytics focussed on the pre-computed capacity values and geographical data.

The capacity heatmaps data includes:

- A class diagram defining the data elements agnostic of any one serialisation format
 - The data element definitions link to the Grid Modelling CIM definitions and re-use definition and data types where applicable
 - The persistent identifiers for a data element should match those of the corresponding CIM data element to support automated navigation between the data sets
- An OpenAPI definition of how this data is then serialisation in a Javascript Object Notation (JSON) format
- A template for how the same data can be serialised in Office Open XML Workbook (Excel XSLX format)

These artefacts [are](#) available on request, free of charge from Ofgem by contacting flexibility@ofgem.gov.uk.

An example project includes sample datasets derived from an existing network operator capacity heatmaps dataset, and open source code demonstrating how the standard JSON format can be used to display the data on a geographical background.

The example datasets and open source code are also available on request, free of charge from Ofgem by contacting flexibility@ofgem.gov.uk.

7 General Statement Requirements

7.1 File Format

The six constituent parts making up the Statement will be published in the following formats suitable for use by other parties.

Introductory Section, Summary Information, Detailed Information and Development Proposals

- This will be in Adobe PDF format with **all** accompanying data tables called for in the Detailed Information section provided in Microsoft Excel 2003 or similar spreadsheet format.

Grid Modelling

- The grid model data called for in the Grid Modelling section will be provided in CIM XML form as described by Annex 1: LTDS Data Exchange Specifications and Annex 2: LTDS Grid Modelling Guidelines.

Capacity Heatmaps

- The capacity heatmaps data called for in the Capacity Heatmaps section will be provided in both OpenAPI documentation for a Javascript Object Notation (JSON) interface, and in Microsoft Excel 2003 or similar spreadsheet format.

7.2 Frequency of Update and Availability

Introductory Section, Summary Information, Detailed Information and Development Proposals

The Statement and all its accompanying data shall be refreshed with the latest Licensee's data annually and published by the end of November each year.

In addition to the November publication, the Statement shall be supplemented with updates to the licensee's firm development proposals and generation data by the end of May each year. This supplement shall include the following details:

Area of the network affected

Outline of the planned works

Reason for carrying out the works

Expected timescale

Expected impact on distribution network capability (including details of any network capability limitation that is relieved)

Detailed information of planned changes and additions to the network is to be provided, where available, in a format consistent with Tables 1 to 5 of the detailed information. This allows users to update the full data set published in November and make an assessment of future connection opportunities on the distribution network. For the avoidance of doubt the tables themselves in the November document will not be updated for the May supplement but Table 6 will be updated and published as part of the May update.

The November publication of the Statement will, wherever possible, keep to the same format as the previous year's Statement so as to aid the user in their identification of any changes that may affect them. Wherever a data entry has been changed or added, this shall be highlighted

In order to assist users of the Statement in understanding whether or not a development proposal may impact on their plans, all firm development proposals shall be grouped by grid supply point.

The detailed (November) version of the Statement shall be made available on the DNO's website following registration of user details. The May supplement is also to be made available to registered users on the DNO's website.

Grid Modelling and Capacity Heatmaps

The grid model data and capacity heatmaps are each to be refreshed and published on a bi-annual basis, by the end of May and November each year.

7.3 Cost

The Statement will be free of charge until Ofgem decides otherwise.

8 Appendix 1 – Process for Assessing Treatment of Customer Specific Information

For information that the licensee considers to fall into the category referred to in paragraph 8 of standard licence condition 25 of the distribution licence, (“to relate to the affairs of a person where publication of that matter would or might seriously and prejudicially affect his interests”), then the following process should be adopted.

Q1. Does the information need to be disclosed by the licensee to fulfil the obligations under SLC 25 of the distribution licence?

YES

Not in breach of Section 105 of the Utilities Act 2000 or SLC 39 of the distribution licence

NO

Omit the information from the Statement

Q2. Does the information relate to an individual (i.e. not to a company)?

NO

Data Protection Act does not apply

YES

Licensee must be satisfied that disclosure of the information complies with the Data Protection Act

Q3. Does the customer object to disclosure of the information?

YES

NO

Include the information in the statement

Q4. Can the customer’s objection be resolved by the licensee presenting the information in a different format in the Statement?

NO

YES

Include the information in the Statement in that format

Q5. Would the customer accept that the information would be made available following a specific request from a user of the Statement?

NO

YES

Reference information in the Statement and provide it to any user who specifically requests it

Q6. Refer matter for determination by the Authority under paragraph 9 of SLC 25 of the distribution licence providing details of the:

- Specific issue
- Discussions between licensee and customer

In considering its decision, the Authority may choose to contact the customer directly.

Note:

Where such information may be involved, it is essential that this process is started early enough to enable any issues to be resolved without causing a delay to the publication of the Statement.