

# ELEXON

## NCC SCHEME - REGISTRATION PROCESS

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Public

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# 1. Introduction

The Network Charging Compensation (NCC) Scheme is part of a package of government measures to help Britain's Energy Intensive Industries (EII) remain competitive in the global market.

This scheme offers EII 60% compensation on network charging costs for using the GB electricity grid. EII are eligible to claim compensation on network charges incurred from 1 April 2024, subject to them holding a valid EII certificate issued by Department for Business and Trade (DBT).

This will be funded by a levy on electricity suppliers known as the EII Support Levy for the total costs of the compensation scheme from April 2025. The amount each supplier pays will be determined by their market share, generating funds used to compensate EII for the cost of the network charges. The compensation payments for eligible EII will begin after April 2025.

The regulatory requirements for the scheme are detailed within the Energy-Intensive Industry Electricity Support Payments and Levy Regulations 2024<sup>1</sup> which came into force on the 1 April 2024.

Every quarter eligible EII will be able to submit an application to receive a monthly electricity support payment. To do this, EII will need to register via the NCC scheme portal<sup>2</sup>. This provides a safe and secure environment for EII to submit and correct their applications.

The NCC portal provides EII with the following:

- Company registration and amendment
- Company bank account details and amendment
- Manage multiple EII companies
- Submit and correct applications for electricity support payments

Elexon will deliver the roles as EII Support Payment Administrator and the EII Levy Administrator for the scheme.

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### Purpose

The purpose of this document is to answer the following questions:

- How do I provide and amend my registration details using the NCC portal?
- How do I view my organisation registration details?
- How do I register my details against multiple EII companies?
- How do I review all specified contacts?
- How do I update my organisations bank details?

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### Whom is this document for?

This document is for all EII companies who wish to participate in the NCC Scheme.

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### Associated Documents

This document should be read in conjunction with<sup>3</sup>:

- NCC Applications
- DBT EII Guidance
- Energy-Intensive Industry Electricity Support Payments and Levy Regulations 2024

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<sup>1</sup> <https://www.legislation.gov.uk/ukxi/2024/409/made>

<sup>2</sup> <https://ncc.elexon.co.uk/>

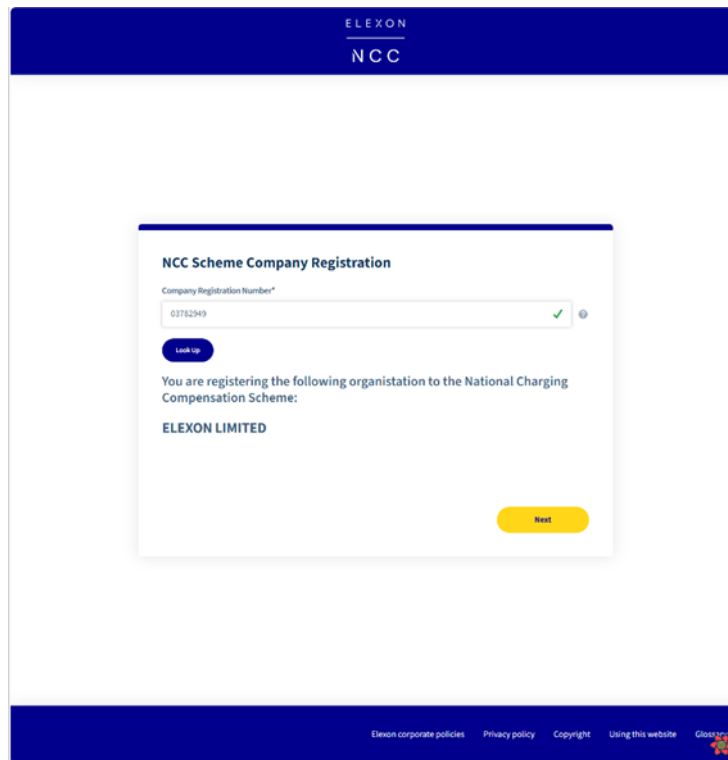
<sup>3</sup> <https://www.elexon.com/ncc-scheme>

## 2. Creating an account in the NCC Portal

### How do I access the NCC Portal for a new company?

EII companies will be sent a welcome email by Elexon requesting you to setup a Claim Manager. Alternatively, the NCC Portal can be accessed for the first time by navigating to <https://ncc.elexon.co.uk/>.

To register within the NCC Portal you will need to enter your company registration number. If this does not return a valid result, please contact Elexon Support<sup>4</sup>.



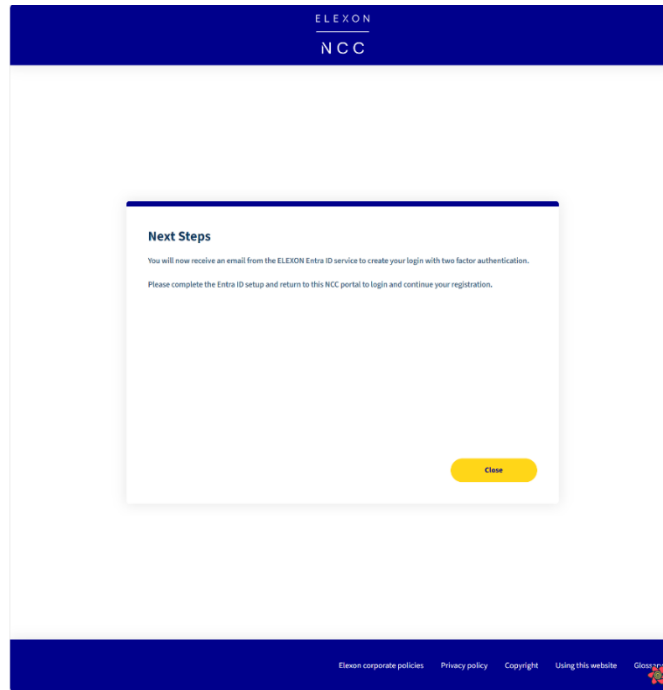
The screenshot shows the 'NCC Scheme Company Registration' form. At the top, it says 'ELEXON NCC'. The form title is 'NCC Scheme Company Registration'. Below the title, there is a field for 'Company Registration Number\*' with the value '03782949' and a green checkmark icon. A blue 'Load up' button is below the field. The text below the button reads: 'You are registering the following organisation to the National Charging Compensation Scheme: ELEXON LIMITED'. A yellow 'Next' button is at the bottom right of the form. At the bottom of the page, there is a footer with links: 'Elexon corporate policies', 'Privacy policy', 'Copyright', 'Using this website', and 'Glossary'.

You will be invited to complete some initial registration details: name, telephone and email address. The email address must be your own company email address, and not a personal email address or general company mailbox. Before you can complete the registration process, you will need to create an account within Elexon. This is the account that will be the primary point of contact throughout the registration process. If you are not able to complete the registration process in one go, your progress will be saved for you to come back to.

Upon completing the initial registration details, you will receive an email from Microsoft to setup an Elexon Entra ID account and setup multi-factor authenticator access.

<sup>4</sup> <https://support.elexon.co.uk/csm>

## NCC Scheme - Registration Process



You will be able to log in to the NCC Portal once your Entra ID account has been created.

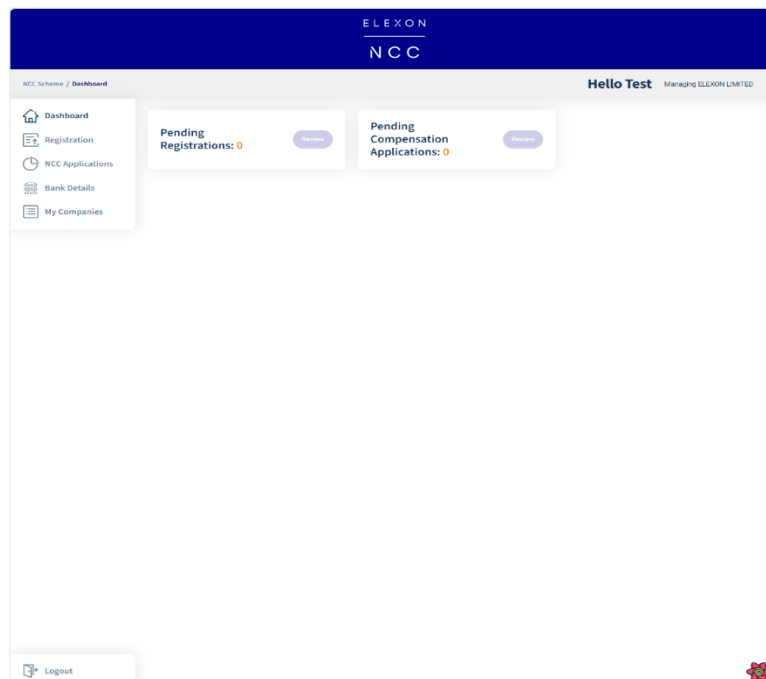
Upon log in you will be presented with a dashboard detailing:

### Dashboard

- Pending Registrations: Details any registration attempts in progress
- Pending Compensation Applications: Details any applications in progress

### Menu Options

- Registrations: Start a new registration or amend existing registration details
- NCC Applications: View all current application windows and create or correct new applications.
- Bank Details: View and update company bank details
- My Companies: Add additional EII companies to your user profile and switch to another company to manage their registration and application data.



### 3. Registering EII Company

This section provides a high-level overview of the steps in the registration process and the information you will be required to provide.

- Company details
- Contact details

#### Company Details

The NCC Portal requires details related to your EII company. Your Company Name and Registration Number will be pre-populated based on the information provided at initial registration.

Please note that the Claim Manager who had completed the initial registration must complete the remaining company registration process outlined in Section 3 Registering my EII company of this document.

Other details required to be entered are:

- Primary Company Email: Enter up to 6 email addresses that credit notes will be sent to when payments are due to be made by the NCC scheme.
- The primary company email contact cannot progress NCC applications (only Claim Managers can progress NCC applications). However, a primary company email contact can be a Claim Manager. In that case, they will be able to progress NCC applications.
- Postcode and Address Details: Enter your postcode and use the find address function.

The screenshot shows the 'Company Details' registration page in the ELEXON NCC portal. The page has a dark blue header with the ELEXON NCC logo. Below the header, there is a navigation menu on the left with options: Dashboard, Registration, NCC Applications, Bank Details, and My Companies. The main content area is titled 'Company Details' and contains a list of fields to be filled out: Company Name (ELEXON LIMITED), Registration Number (03782949), Primary Company Email (test@elexon.co.uk), Postcode (NW1 3JN), Address Line 1 (350 Euston Road), Address Line 2, City (London), and Country (United Kingdom). A 'Find Address' button is located next to the Postcode field. A 'Save & Exit' button is at the bottom of the form area, and a 'Continue' button is at the bottom right. The user's name 'Hello Test' and role 'Managing ELEXON LIMITED' are displayed in the top right corner.

## Contact Details

Enter the details of key personnel who will be responsible for managing your NCC Portal account, creating, amending and approving NCC applications.

### Claim Managers

- At least **2 Claim Managers** need to be entered, including **1 who is an employee of the EII company to authorise bank account details**. Upon initial registration the user creating the account within the NCC Portal will be assigned as a Claim Manager by default.
- A Claim Manager cannot be the Director for the same company.
- Claim Managers have the ability to: Create and amend registration details, Create and amend NCC Applications, Create and amend bank account details.
- Bank account details need to be verified by an employee of the company who holds the EII Certificate. This process will require 2 Claim Managers from the EII company if these details are not shared with 3<sup>rd</sup> parties.
- Once added as a Claim Manager to an EII company registration, any additional Claim Manager will receive an email from Elexon with a link to create an NCC Portal account. They will need to click and follow the instructions from that link, instead of creating their account on the NCC Portal.

### Director

- At least 1 Director needs to be entered and any Directors added must be associated to the EII company who holds an EII certificate.
- Directors will receive a director confirmation letter to digitally sign via email as part of the application process.
- A Director can only sign the Director's letter, they **cannot** progress NCC applications themselves.

The screenshot shows the 'Contact Details' page in the NCC Portal. The page is titled 'ELEXON NCC' and 'Hello Test Managing ELEXON LIMITED'. It features a navigation menu on the left with options: Dashboard, Registration, NCC Applications, Bank Details, and My Companies. The main content area is divided into three sections: 1. Company Details, 2. Contact Details (selected), and 3. Review Registration. The 'Contact Details' section includes instructions: 'Please take a look at G4 - EMR Settlement Authorisations to understand the privileges against each of the authorised contacts. As a minimum, we require 2 Claim Managers, and 1 Director.' Below this, there are two tables for adding personnel. The 'Claim Managers' table has two rows, each with fields for Test, User, ID (12345678), and Email (testuser@elexon.co.uk and testuser2@elexon.co.uk). A yellow 'Add a Claim Manager' button is below. The 'Director(s)' table has one row with fields for Director, Test, User, ID (12345678), and Email (director@elexon.co.). A yellow 'Add a Director' button is below. At the bottom, there are 'Previous Page' and 'Review Registration' buttons.

### What happens if I need to complete some of my registration details later?

You are able to save your progress on the NCC Portal at any time during a registration. The **'Save and Exit'** button is positioned in the left-hand pane. To come back to a partially complete registration, log in to the NCC portal and access "Pending Registrations" through the dashboard.

Please note that the Claim Manager who had completed the initial registration must complete the remaining company registration process outlined in Section 3 Registering my EII company of this document. No other Claim Manager can access the company's NCC Portal account until this has been completed.

### Registration Summary

Once you have completed entering your registration details, you must review the information provided on a summary page before pressing the **'Submit'** button.

The screenshot shows the 'Review Registration' page in the NCC Portal. The page is titled 'ELEXON NCC' and 'Hello Test Managing ELEXON LIMITED'. The main content area is divided into two sections: 'Company Details' and 'Contact Details'. The 'Company Details' section includes fields for Company Name (ELEXON LIMITED), Registration Number (03782949), Email Address (test@elexon.co.uk), Address Line 1 (350 Euston Road), Address Line 2 (-), Postcode (NW1 3JN), City (London), and Country (GB). The 'Contact Details' section includes fields for Claim Managers (Test User, testuser@elexon.co.uk; Test User, testuser2@elexon.co.uk) and Directors (Director, Test User, director@elexon.co.uk). A 'Save & Exit' button is located in the left-hand pane, and a 'Submit' button is located at the bottom right of the main content area. A 'Previous Page' button is also visible at the bottom left of the main content area.

### What happens after I have submitted my Registration?

Once you have completed your registration and submitted your details, they will be passed to Elexon for approval. We will review your registration and provide approval or rejection where you will be notified of the outcome via email. Where a registration has been approved emails will be sent to any Claim Managers added as contacts asking them to create an account within the NCC Portal.

### What happens if Elexon rejects my Registration Details?

If your registration is rejected by Elexon, you will be notified via email with details of why your registration has been rejected, we may ask for additional data or request that details provided on the registration are corrected.



## 4. Amending Registration Details

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### How can I update Registration details?

Claim Managers can amend registration details at any time via the Registration option.

Changes can be made to:

- Primary Company Email
- Address
- Claim Managers
- Directors

If any amendments are invalid, a prompt will appear detailing which fields have not been correctly completed; you will need to go back and enter the correct information.

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### What happens after the amendments have been submitted?

Elexon will review your updated registration details and confirm if your updates have been approved or rejected by email.

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### What happens if your amendments have been rejected?

If your amendment is rejected by Elexon, you will be notified via email with details of why your amendment has been rejected, we may ask for additional data or request that details provided on the registration are corrected. When you login to the NCC Portal, you will see that the registration status has been updated to reflect that it has been rejected.

## 5. Managing Bank Account Details

### Entering Bank Details

In order to receive NCC payments, company bank details must be completed and kept up to date within the NCC Portal.

All companies are required to enter their company's financial information:

- Account number
- Sort code
- Bank name
- Bank account name

Note: Elexon will not be able to make payments to an EII company until bank details have been provided and verified.

The screenshot displays the 'Primary Bank Account' form in the Elexon NCC portal. The form is titled 'Primary Bank Account' and contains the following fields:

- Account Number: 31510604 (with a green checkmark)
- Sort Code: 100000 (with a green checkmark)
- Bank Name: BANK OF ENGLAND (with a green checkmark)
- Account Name: Test User (with a green checkmark)

A yellow 'Validate' button is located below the Sort Code field. At the bottom right of the form, there is a blue 'Continue' button. The sidebar on the left shows the 'Bank Details' menu item as the current selection, with a 'Save and Exit' button below it. The top navigation bar includes the Elexon NCC logo and the user's name 'Hello Test'.

### Claim Manager Approval

Following submission, an email will be sent to all other Claim Managers assigned to the EII company to approve or reject the bank details, this process can be accessed through the Bank Details menu item.

## NCC Scheme - Registration Process

The screenshot shows the Elexon NCC Scheme registration process. The header includes the Elexon NCC logo and the user's name 'Hello Test' with a 'SWITCH' button. The left sidebar contains navigation options: Dashboard, Registration, NCC Applications, Bank Details, and My Companies. The main content area is titled 'Review Bank Details' and features a notification: 'New bank details have been submitted for approval. Please review the information provided.' Below this, a table displays the 'Primary Bank Account' details:

Primary Bank Account	
Account Number	31510604
Sort Code	100000
Bank Name	BANK OF ENGLAND
Account Name	Test User

At the bottom of the screen, there are buttons for 'Previous Page', 'Reject', and 'Approve', along with a 'Logout' button in the sidebar.

Following this process step, Elexon will contact a Claim Manager who is an employee of the EII company to verify the bank details provided are accurate amongst other checks.

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### What happens if Elexon reject my bank account details?

An email will be sent to the Claim Manager who submitted the bank account, detailing the reason for rejection, we may ask for additional data or request that details provided are corrected.

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### How do I amend my bank account details?

Bank details can be amended at any time through the Bank Details menu option and following the same process as initial submission. Any updates will be subject to the same validations and approvals as the initial submission.

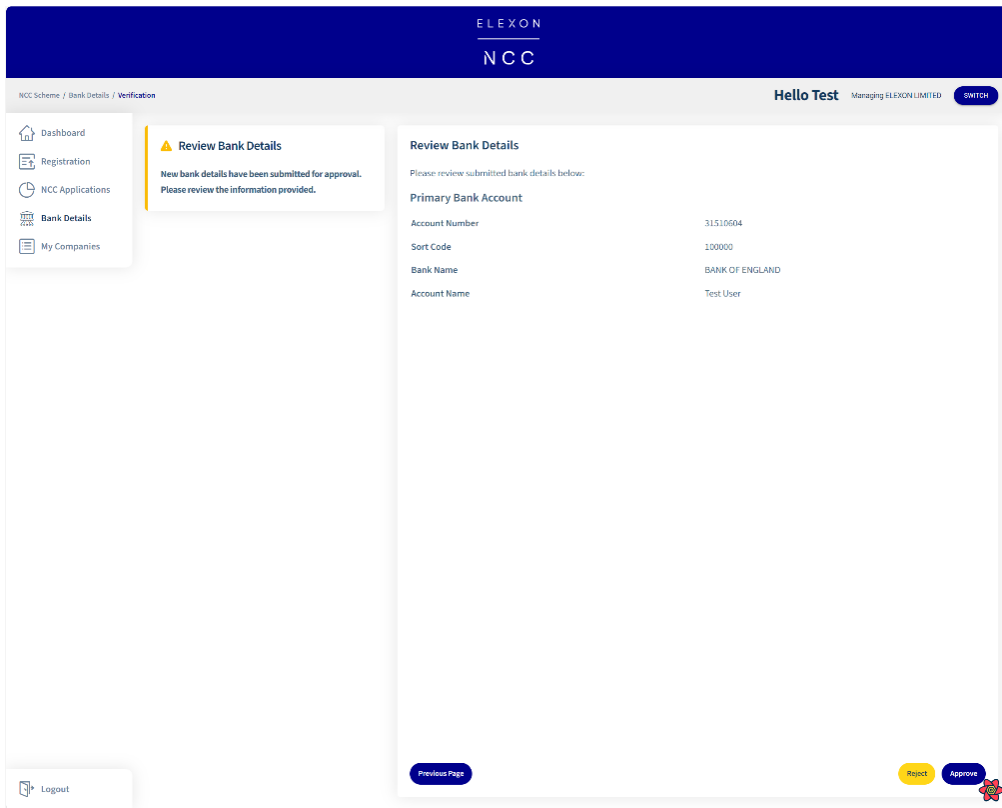
## 6. Managing Multiple EII Companies

### Can I manage multiple EII companies within the NCC Portal?

Once registered as a Claim Manager and assigned to an EII company allocated as part of initial registration activities, you can manage additional companies via the My Companies menu option.

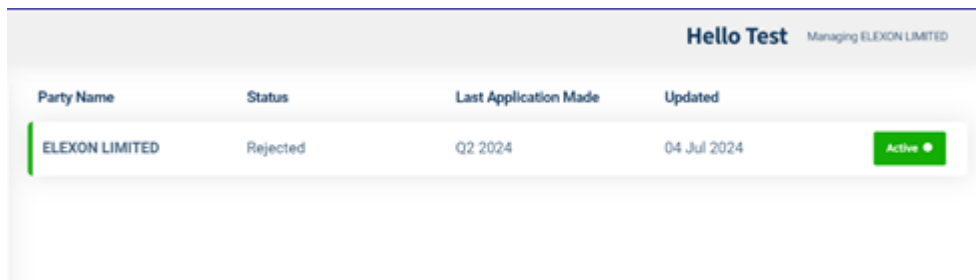
### How do I register additional EII companies to my account?

Within the My Companies screen you have the option to Add New Company in the left-hand pane. This will allow you to register a new EII company following the same process as initial registration, with the exception of having to complete an Entra ID account.



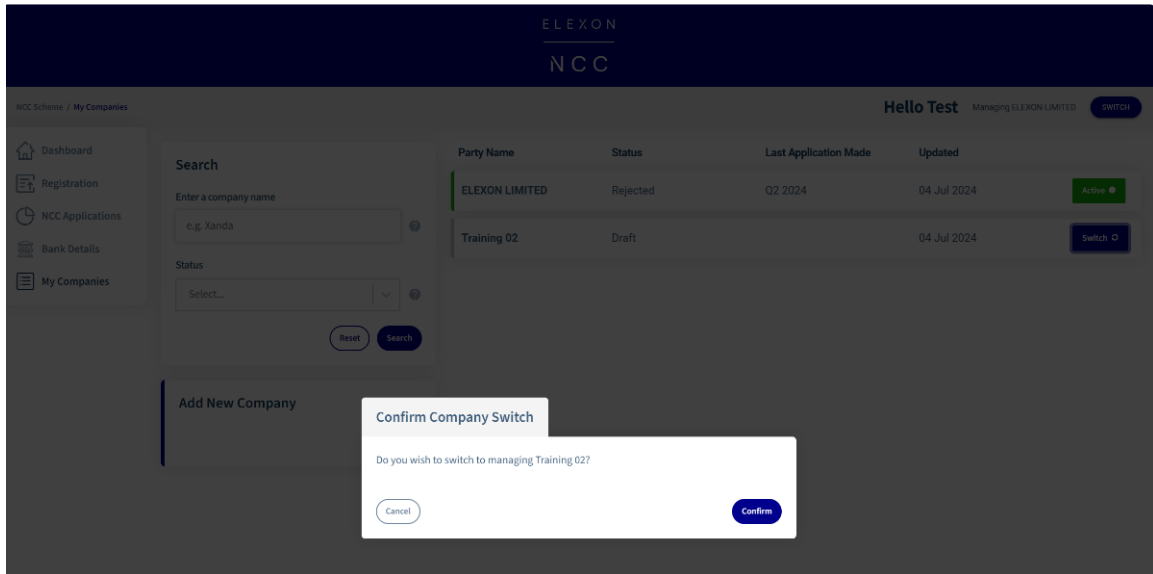
### How do I know which EII company I am currently managing?

The top right-hand corner of the screen alongside “Hello Name” shows which company you are currently managing.



## NCC Scheme - Registration Process

When you have successfully registered multiple companies to your account, you will be able to switch between companies. You can achieve this by selecting SWITCH next to your Name and currently selected company or via the My Companies screen.



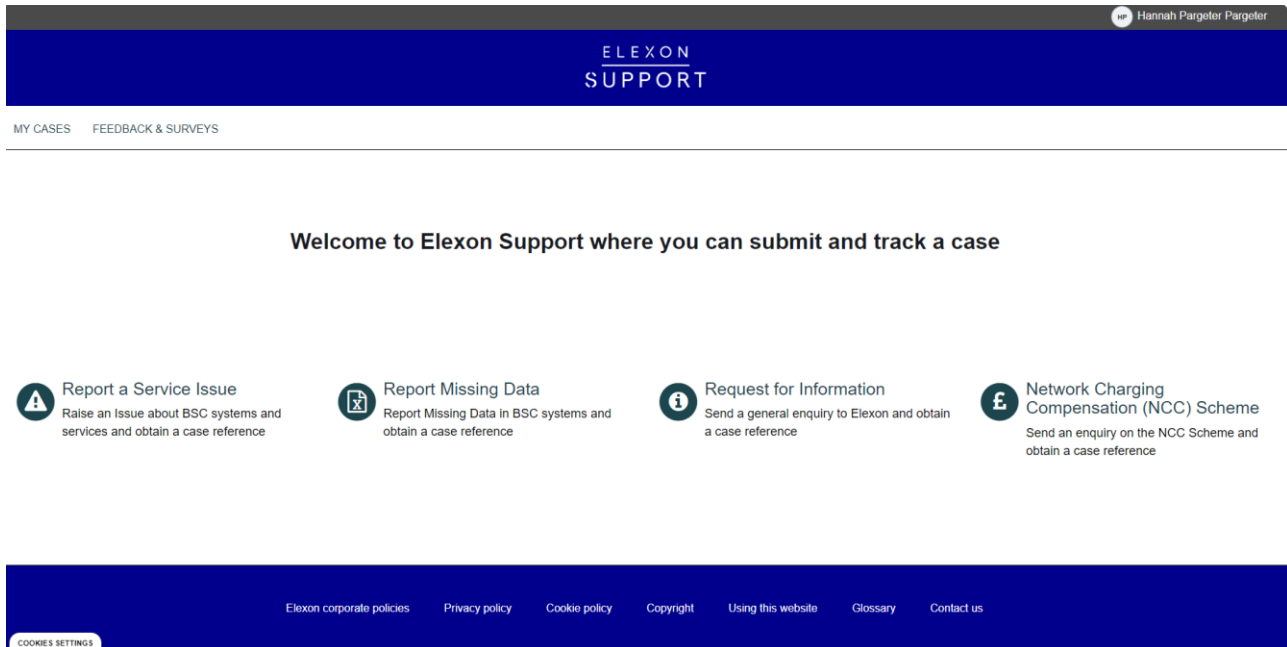
The screenshot displays the ELEXON NCC user interface. At the top, the logo 'ELEXON NCC' is visible. The user is logged in as 'Hello Test' and is currently managing 'ELEXON LIMITED'. A 'SWITCH' button is present next to the user name. The main content area features a search filter on the left and a table of companies on the right. The table lists two companies: 'ELEXON LIMITED' (Status: Rejected, Last Application Made: Q2 2024, Updated: 04 Jul 2024) and 'Training 02' (Status: Draft, Last Application Made: 04 Jul 2024, Updated: 04 Jul 2024). A 'Switch' button is located next to the 'Training 02' entry. A modal dialog box titled 'Confirm Company Switch' is overlaid on the table, asking 'Do you wish to switch to managing Training 02?' with 'Cancel' and 'Confirm' buttons.

Party Name	Status	Last Application Made	Updated	
ELEXON LIMITED	Rejected	Q2 2024	04 Jul 2024	Active
Training 02	Draft		04 Jul 2024	Switch

### 7. Need more information?

If you need any additional information or support, please contact the Elexon Support<sup>5</sup> and raise a Network Charging Compensation (NCC) Scheme case.

You will need to register for Elexon Support on your first visit.



You can also find further information on the NCC Scheme on the Elexon website<sup>6</sup>.

### 8. Acronyms and Definition

A list of acronyms and definitions can be found in the Glossary<sup>7</sup> on the Elexon website.

<sup>5</sup> <https://support.elexon.co.uk/csm>

<sup>6</sup> <https://www.elexon.com/ncc-scheme>

<sup>7</sup> <https://www.elexon.co.uk/glossary/>

## 9. Amendment Record

Version	Date	Description of Change	Approval Reference
1.0	12/07/2024	Version 1 of document published	-
2.0	1/10/2024	Clarification to the Claim Manager and Directors role in Section 3 for Contact Details and Company Details.	-