

NCC Q&A

Q&A Document

No	Communication Queries	Answer
1.	Which domain name will the Entra ID be sent from as we have a very restrictive firewall which blocks unknown email addresses?	Email for Entra ID will be sent from Microsoft.
2.	Can a third party (or a consultant) create themselves in the NCC portal in their name, on which they would be able to manage all the companies they act on behalf of?	Third parties will need to register on the NCC portal initially as a Claim Manager and provide registration details for an EII company. Once registered you can add additional companies to your profile.
3.	What communication is sent to the Company Director that is listed?	<p>If a Director is added within the Director(s) section as part of the Registration process they will receive a notification to confirm they have been added to the NCC Portal to support the NCC scheme.</p> <p>The Director will receive additional communication if they are required to provide a Director's Confirmation Letter as part of an application. This is completed using Adobe Sign to obtain a digital signature to a populated letter detailing the application.</p>
4.	How will you check whether the registrant is eligible for the NCC?	Department for Business and Trade (DBT) have provided Elexon with a list of eligible EII companies with the associated company numbers.
5.	Is Capacity Market cost not also included in the scheme?	<p>The NCC scheme will compensate EII companies for 60% of their network charges.</p> <p>However, recipients of the EII Exemption scheme should be exempted from the Capacity Market charge, once this exemption comes into effect from October 2024. Here is a link to future information on this change - British Industry Supercharger: Capacity Market consultation and EII's government response.</p>

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6.	How will Suppliers be notified of their levy amounts from 1 October 24 and to whom will any notification be sent?	<p>Suppliers will be notified of their Levy Amounts in April 2025 as NCC obligations are calculated one year in arrears. Future engagement sessions will be held with Suppliers nearer the time.</p> <p>Elxon will be publishing the estimated levy fund size on 1 October 2024 for the April 2024 claim month.</p>
7.	Department for Business and Trade (DBT) are still in the process of issuing new certificates and will this delay applications submissions?	<p>The first application window will be open from July 2024 and close on 31 August 2024 and this covers the quarter April, May and June 2024.</p> <p>The majority of 2023/24 EII certificates cover the period 1 April 2024 to 30 June 2024 and EII parties may apply for compensation on network costs incurred in this first application window.</p> <p>DBT is presently processing a number of EII certificate renewals and, subject to receiving and processing all information required from applicants, intends to issue renewed 2024/25 certificates by end of July 2024. These certificates will be required in order to claim compensation for network costs incurred between July and September 2024 during the October 2024 application window.</p>
8.	Once the application is approved, is it locked down to prevent any amendment?	Applications can be corrected at any time by the Claim Managers as per the regulations.
9.	Will the application be submitted per MPAN?	Applications are submitted at company level (e.g. against the EII certificate). If the EII has multiple MPANs these need to be totalled when submitting your net total amount within the application.
10.	Do you expect it to be 60% of the total of the network charges or may this figure be capped?	There is no monetary cap on the amount of compensation that can be claimed. Any eligible EII can claim 60% compensation on any network charges incurred through the production of eligible products.

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11.	Have you removed the requirement for proof of payment?	Proof of payment (via an electricity bill) can be used as evidence but is not a requirement if alternative suitable evidence can be provided.
12.	What do you envisage the evidence pack to comprise?	Evidence is likely to include an electricity bill or an invoice of projected costs from an electricity supplier, alongside any supporting documentation that demonstrates how your application values have been calculated if required.
13.	When having multiple meters with different eligibility percentages, should a calculation spreadsheet be uploaded on the NCC portal as evidence, or are electricity copy invoices sufficient?	A calculation spreadsheet would be beneficial evidence to provide.
14.	The requirement for so much director's involvement is inconvenient and likely to be a source of delay. Will this be required for every application or will claim managers alone be able to handle applications following the first?	Claim Managers can make applications and provide required evidence. Director involvement is restricted to approving applications via digital signature. This is not a mandatory process if sufficient evidence is provided but we highly recommend director approval is provided.
15.	If a supplier hasn't submitting invoices before the end of the application window, what evidence can be accepted in lieu of invoices?	<p>Elexon and DBT acknowledge that billing delays may create challenges in providing finalised network charging data to Elexon within the application windows.</p> <p>If in this situation, we recommend to submit an application with all available information at point of submission. EIs will have the opportunity to correct applications with final data if an application has been made within the application window.</p>
16.	Will the Claim Manager receive notification when Director has been seen the letter to sign?	<p>Claim Managers can view the application status within the NCC Portal.</p> <p>Please note there is no option for a Director to reject the application, this is achieved by not signing the document. If a Director does not agree with the values submitted they are required to inform the Claim Manager(s) directly.</p>
17.	Can you provide the web address for the NCC portal?	Here is the link to the NCC Portal - https://ncc.elexon.co.uk/

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18.	Is there a Service Level Agreement (SLA) for responding to support cases?	Elexon will be working to a five business day SLA for responding to support cases raised via Elexon Support.
19.	<p>Will future guidance covering how Elexon will approach Suppliers for invoice contacts etc. for when the Supplier levy is charged as this could potentially be a different Supplier department from other Elexon invoices?</p> <p>I assume Elexon will issue further Supplier guidance in the next few months but please can you confirm?</p>	<p>Yes, future engagement sessions will be held with Suppliers shortly to understand these sort of questions.</p> <p>We will publish guidance to explain the estimated levy fund size published monthly, Reserve funds, EII support payment requirement and EII levy administrator costs.</p> <p>Suppliers will be notified of their EII levy liabilities in April 2025 as NCC obligations are calculated one year in arrears.</p>
20.	<p>It would be practically useful for the Claim Manager to know when the director has their request. We can then expedite.</p> <p>Directors will not be sitting at their desks waiting for these and will want to discuss especially in the early days. Please can you build in that functionality?</p>	<p>Once a Claim Manager has submitted an application requesting a Director to complete the Director's confirmation letter, the email notification is generated via Adobe Sign and sent to the Director.</p> <p>We appreciate you raising this and we can definitely monitor how this process works over this first application window.</p>
21.	<p>For Support Team, will this go to a specialist team at Elexon?</p> <p>Based on experience with EII submission, there have been significant delays in queries being answered and appear under-resourced. Has Elexon invested in resourcing in this area?</p>	<p>Elexon has made provision for resource managing the review and approvals via the NCC Portal and queries raised via Elexon Support. This also includes an additional FTE resource.</p> <p>We will be monitoring reviews and approvals are progressing within the NCC Portal and also SLAs are being achieved via Elexon Support.</p>
22.	The legislation states that you can only claim for what has been 'paid'. Therefore, you can only claim for £0 and then adjust afterwards?	The preferred approach would be to submit £1.00 rather than £0.00, as £0.00 submission could denote a legitimately de-energised site or no claim required.

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23.	When charges are reconciled, do we need to resubmit a new claim, or are the changes handled automatically by Elexon?	If there is a requirement to change the values submitted in your application then a Claim Manager will need to make a correction to the original application via the NCC portal.
24.	If the Director has not signed their letter before the application window closes will the application be invalid?	The application will not be invalid. If director level signature has been requested and not provided the application will not be available for determination by Elexon until this is received.
25.	Some companies do not have pass through charges fully itemised on the invoice, is there an obligation on the Supplier to provide a breakdown in charges? And can DBT add any weight to this / add support if suppliers aren't complying?	Yes, Regulation 26 of the Energy-Intensive Industry Electricity Support Payments and Levy Regulations 2024 allows the holder of an EII certificate to request in writing from their electricity Supplier any information needed to support an application. Suppliers are required to provide this information as soon as reasonably practical, or in the event they are unable to do so, provide an explanation as to why.
26.	Not a question, but a request as a Supplier - please can Elexon continue to use the weekly Newscast (which is excellent!) to help update Suppliers and not rely solely on the OSM. Please also provide updates on the Elexon website so that Suppliers can see all required information in one place.	Elexon will continue to provide NCC updates via Newscasts as previously requested and keep OSMs updated. We will be planning to hold engagement sessions with Suppliers shortly to understand these sort of questions further.
27.	What would happen in the scenario the network charges change (i.e. charges were estimated rather than actuals) after the submission for a quarter is sent and approved by Elexon?	In this scenario, EIs are able to correct their submission via the NCC portal.
28.	Just to confirm does the DUoS claim cover both daily charge and the capacity charge?	Distribution Use of System (DUoS), does also include annual connection charges and distribution losses in this context for this scheme.

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29.	BSUOS is reconciled 14 months after the date of invoice, I assume we will have been paid compensation before then, so how do we submit a revised submission?	If network charges have changed from your original application then a Claim Manager is required to make a correction to the application via the NCC portal.