

# Website Data Availability Issues

National Grid BSUoS Charging Circular

31<sup>st</sup> July 2018

This circular is to inform BSUoS parties of recent intermittent issues affecting the availability of data on our website at [nationalgrid.com](http://nationalgrid.com).

## Key Information

Please be aware that we have been experiencing some technical difficulties affecting the availability of some files on the [nationalgrid.com](http://nationalgrid.com) website relating to BSUoS charges.

For a short period yesterday the daily BSUoS forecast files were unavailable for download. This issue was resolved relatively quickly by our IS web support team but then today, around lunchtime, a similar issue affected the current BSUoS data and news section of our website.

We are pleased to report that this data is also now available again. We would like to advise customers to refresh the webpage (press F5 or click the refresh button in your browser) if it still shows as unavailable when visiting the following page.

<https://www.nationalgrid.com/uk/electricity/charging/balancing-services-use-system-bsuos-charges>

Our IS support teams are continuing to investigate this issue to try and find the root cause but in the meantime, we would like to apologise to customers for this problem and thank those of you that highlighted this issue promptly to us.

Hopefully, our IS support team have resolved this issue, but in the event of this problem making a return, please email [BSUoS.Queries@nationalgrid.com](mailto:BSUoS.Queries@nationalgrid.com) stating the files you need and we will endeavour to send them via email to you as quickly as possible.

Going forward, we will be monitoring the website to ensure that this problem has been fully resolved.

## BSUoS Circulars

**ADD ME:** If you wish to receive BSUoS circulars via email please send an email to [BSUoS.Queries@nationalgrid.com](mailto:BSUoS.Queries@nationalgrid.com) asking to be added to our distribution list. Please mark your email with the subject line **“Please ADD me to BSUoS Circulars”**

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## Further Questions?

If you have any general BSUoS queries, please contact the BSUoS team using the details below:

Email: [BSUoS.Queries@nationalgrid.com](mailto:BSUoS.Queries@nationalgrid.com)<sup>1</sup>

Tel: 01926 654 613

Website: <http://www.nationalgrid.com/bsuos/>

<sup>1</sup> Please help us keep our records up to date by informing us of any changes in contact details via the email address