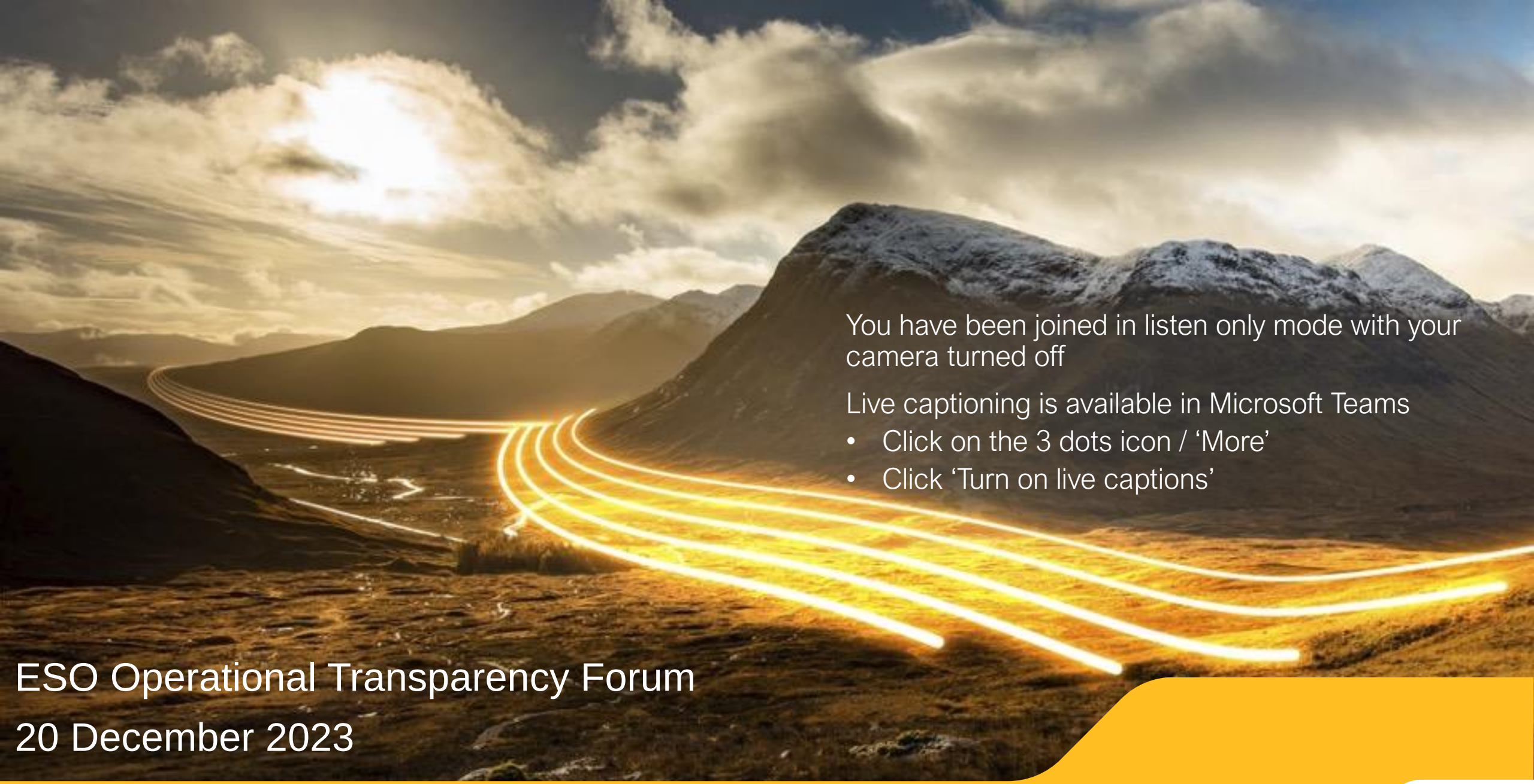


You have been joined in listen only mode with your camera turned off

Live captioning is available in Microsoft Teams

- Click on the 3 dots icon / ‘More’
- Click ‘Turn on live captions’

ESO Operational Transparency Forum

20 December 2023

Introduction | Sli.do code #OTF

To ask questions live and provide us with post event feedback go to Sli.do and join event code #OTF.

- **Ask your questions as early as possible** as our experts may need time to ensure a correct answer can be given live.
- **Please provide your name or organisation**. This is an operational forum for industry participants therefore questions from unidentified parties will not be answered live. If you have reasons to remain anonymous to the wider forum please use the advance question or email options given on the slide.
- **Questions will be answered in the upvoted order whenever possible**. We will take questions from further down the list when: the answer is not ready; we need to take the question away or the topic is outside of the scope of the OTF.
- **Sli.do will remain open until 12:00**, even when the call closes earlier, to provide the maximum opportunity for you to ask questions.
- **All questions will be recorded and published.** Questions which are not answered on the day will be included, with answers, in the slide pack for the next OTF.
- **Ask questions in advance** (before 12:00 on Monday) at: https://forms.office.com/r/k0AEfKnai3
- **Ask questions anytime** whether for inclusion in the forum or individual response at: box.NC.customer@nationalgrideso.com

Stay up to date on our webpage: https://www.nationalgrideso.com/OTF

Future deep dive / focus topics

Today

Data Quality in the Balancing Mechanism – project introduction – 20th December

Future

DFS Update – 24th January

Managing Storm Conditions – date tbc

If you have suggestions for future deep dives or focus topics please send them to us at: box.NC.customer@nationalgrideso.com and we will consider including them in a future forum

Please note there will be no OTF on 27th December or 3rd January.
Regular content for these weeks will be included in the slide pack on 10th January.

OTF Survey

The Operational Transparency Forum runs once a week to provide updated information on and insight into the operational challenges faced by the control room in the recent past (1-2 weeks) and short term future (1-2 weeks).

At the ESO we are always seeking feedback from our customers, stakeholders & providers. This will enable us to improve our understanding of your requirements so that we can meet and look to exceed your expectations.

We would really value a little of your time to take part in an online survey about the OTF to find out whether it is meeting your requirements and how we can improve it. If you are registered for the OTF, you will have received an email with the link this morning.

The survey is accessible via this link and will remain open until **TOMORROW 21st December**. We expect it will take about 5 minutes to complete.

In January we will present the initial results and action plan back to the OTF.

You can register for the OTF here to ensure you receive future communications.

Open Balancing Platform Update

General

- OBP has been live since last Tuesday and the platform has worked as expected and continuously for the past 8 days.
- A significant amount of instructions have been sent using OBP when small BMUs have been in cost merit order.

Issue

- There have been four cases, only in the Battery Zone, where high-cost BOAs were created and were not correctly flagged to users. One of these resulted in a Manifest Error.
- Unfortunately, these situations did not arise in four months of testing before go-live.

Analysis

- These issues are caused by high ramp up/down rates and units that have very high prices (£9999/MWh).
- This combination of input data only occurs in the Battery Zone so the Small BMU Zone is not affected.

Fix

- The development teams have been working since last week to resolve the issue and we are now going to run a series of automated regression tests. If all tests are successful, we will deploy the fix this week.

Timeline for the next Markets Forums

- **Webinar events –** Publication of a Markets level webinar with a live Q&A webinar the following week

- **In person events** – These events will involve formal presentations, collaborative breakout sessions, teach in's and time to network with industry peers. The formal presentations will be live streamed.

If you have any questions and feedback, please contact the team at: box.MarketsEngagement@nationalgrideso.com

Data Quality in the Balancing Mechanism

nationalgridESO

Scan the QR code to take part in our feedback and engagement form.

Alternatively, you can access the feedback form from this link.

Introduction

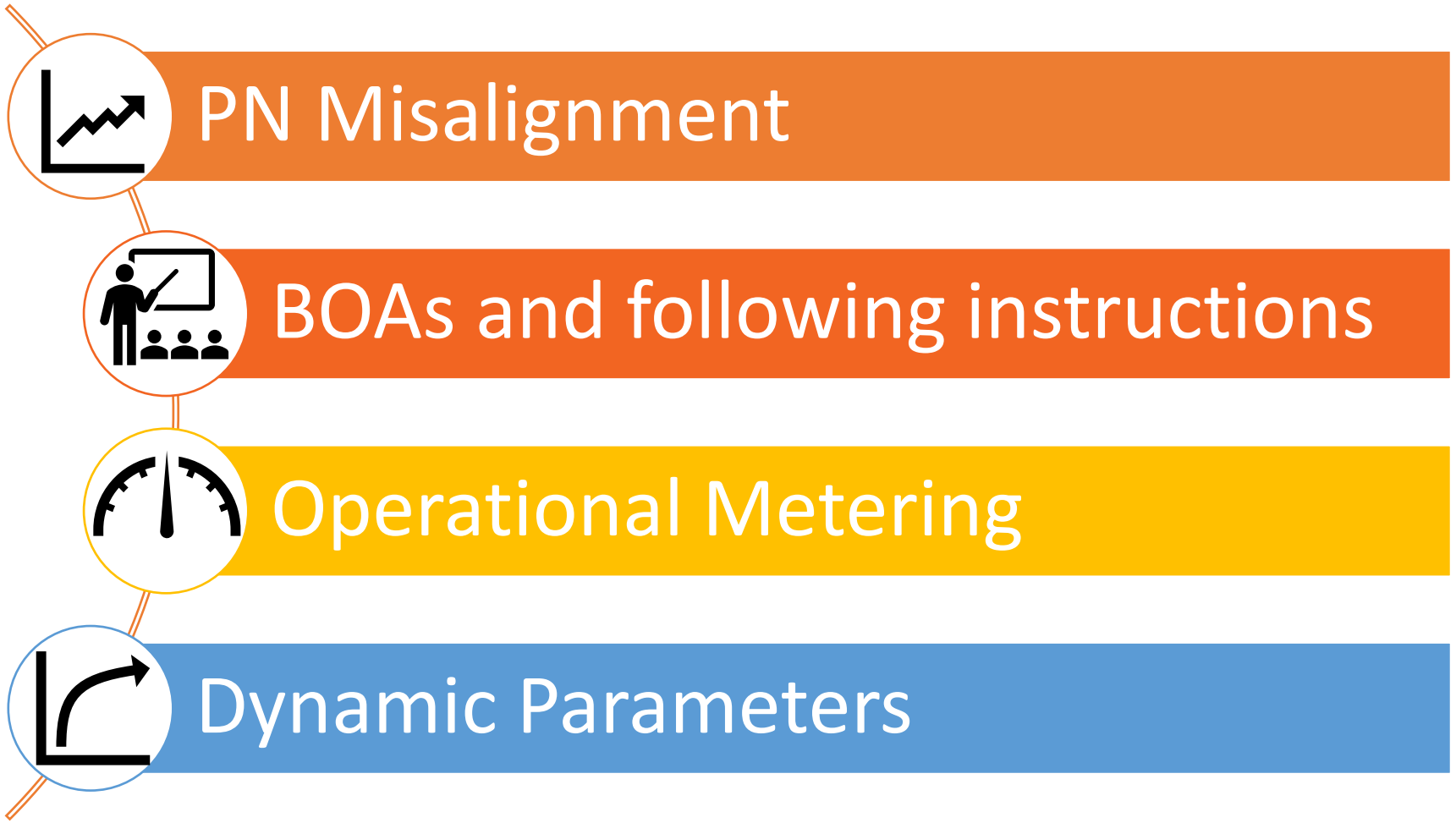
The purpose of today is to engage with the OTF on BMU data issues and to provide you with the opportunity to suggest what the drivers are and how we can work together to try to address this issue.

Agenda:

1. List of data quality issues highlighted by our ENCC control engineers.
2. Why this is a security and cost issue and needs to be addressed including some examples of how additional costs are incurred.
3. Next steps and how to get involved.

PN = Physical Notification; a notification made by (or on behalf of) the Lead Party to the NETSO under the Grid Code as to the expected level of Export or Import, as at the Transmission System Boundary, in the absence of any Acceptances, at all times during that Settlement Period.
BMU = Balancing Mechanism Unit; Balancing Mechanism (BM) Units are used as units of trade within the Balancing Mechanism. Each BM Unit accounts for a collection of plant and/or apparatus, and is considered the smallest grouping that can be independently controlled.

Data Quality to be Reviewed



How are costs incurred due to PN misalignment?

When a units' bid or offer is accepted, the volume of energy delivered or reduced is measured from their PN for that period.
Therefore if the PN is misaligned the cost incurred for the transaction is different from the cost that should be incurred.
This can result in extra costs when accepting bids or offers.

When bid prices are negative:

In Diagram 1, the metered output is greater than the PN by 20 MWh.
If this unit was to be bid down to e.g. 0 MW, as the volume bid is calculated from the PN, the total cost of bidding the unit off would be cheaper than expected as we pay to bid off 50 MWh but actually remove 70 MWh of generation.

In Diagram 2, the metered output is less than the PN.
In this case if the unit is bid off to 0MW, we would pay to bid off 50 MWh of energy but as the metered output of the unit is 35 MWh we are overspending by paying for an extra 15 MWh.

Additional costs to manage uncertainty are not estimated through this analysis but are also significant e.g. additional response holding.

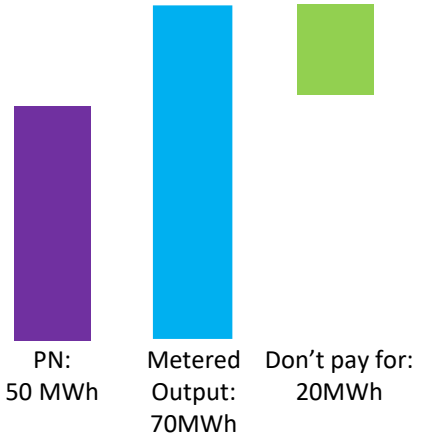


Diagram 1

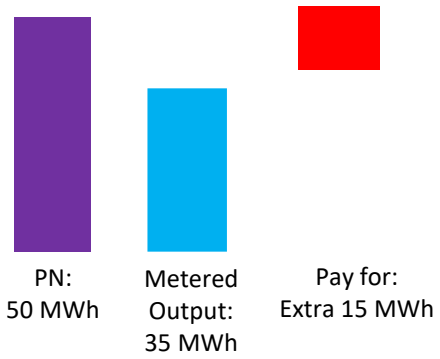


Diagram 2

How are costs incurred due to PNs misalignment?

When bid prices are positive (i.e. the unit pays to be bid down):

- In Diagram 3, the metered output is greater than the PN by 20 MWh. If this unit was to be bid off to e.g. 0 MW, as the volume bid is calculated from the PN, the total paid by the unit to be bid off would be **lower than expected** as we get paid to bid off 50 MWh but the unit is actually removing 70 MWh of generation.

- In Diagram 4, the metered output is less than the PN. In this case if the unit is bid off to 0MW, total paid by the unit to be bid off would be **higher than expected** as the PN is 50 MWh but the metered output of the unit is 35 MWh so we are paid for an extra 15 MWh.

Ultimately all bids are charged to BSUoS which is paid for by consumers and we must ensure we are getting the best possible value from the bids and offers that we accept.

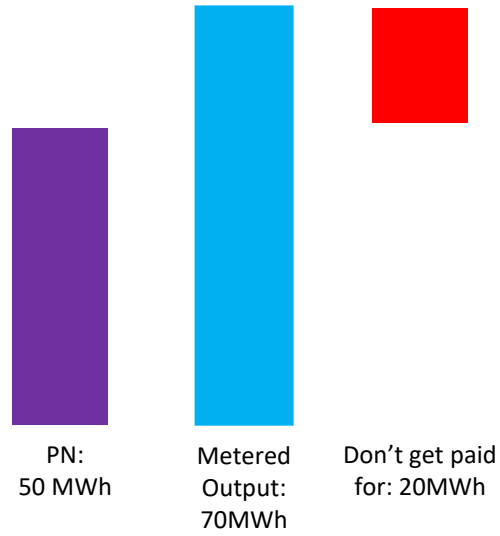


Diagram 3

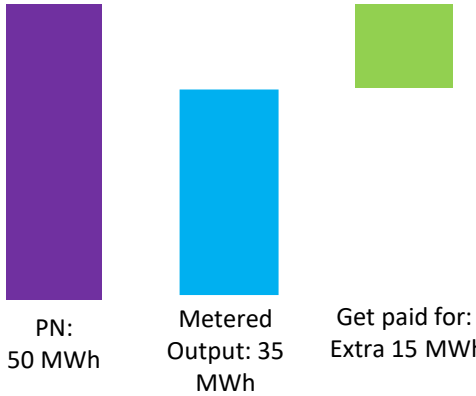


Diagram 4

Next Steps

Industry Engagement

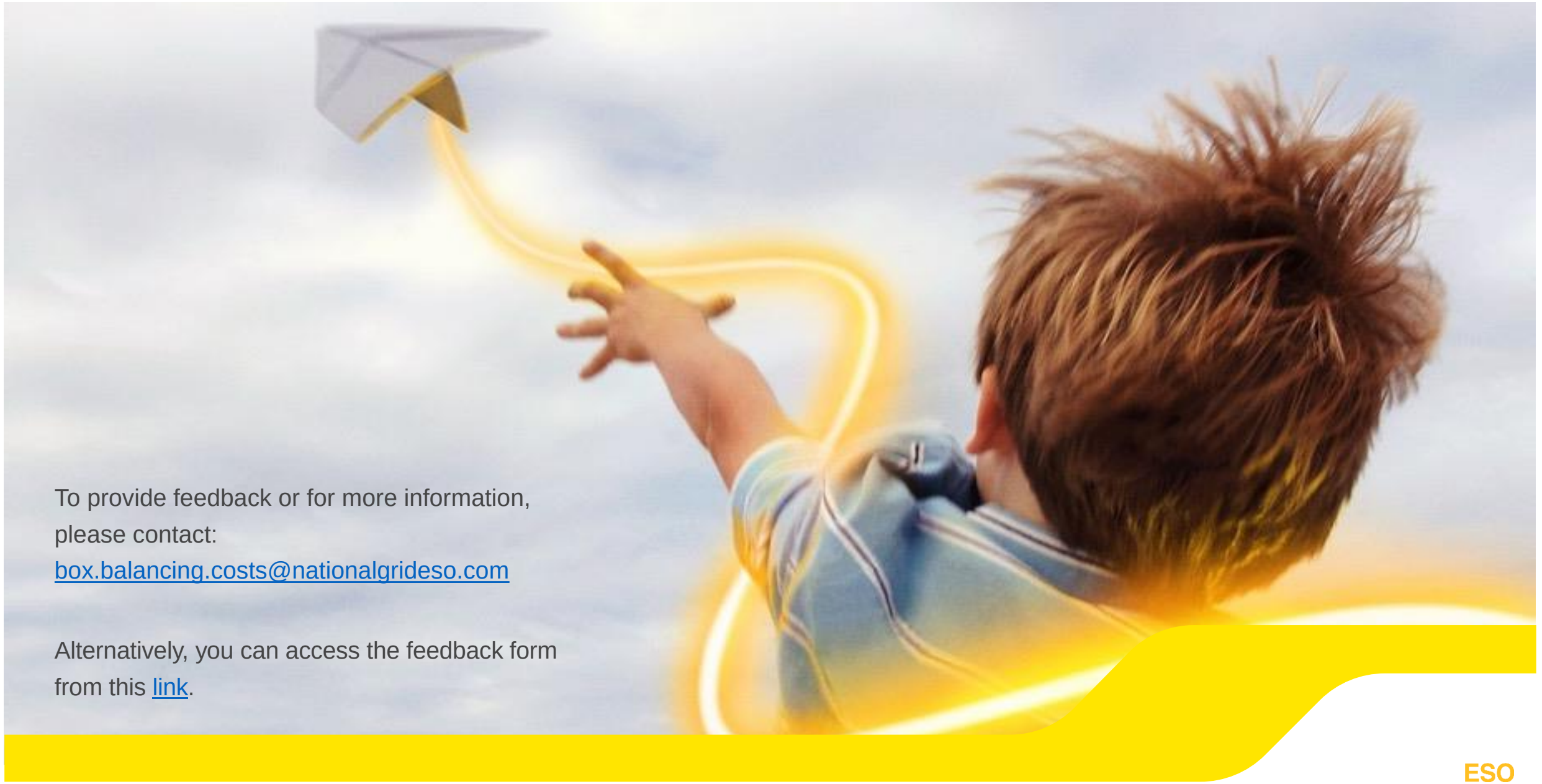
Continued engagement with Ofgem

Work closer with industry (via OTF, group workshops, or bilateral sessions)

Resolving Inaccuracies

Cost Impact Analysis

Reviewing the definition of “Good Industry Practice” and possible Grid Code Modifications.

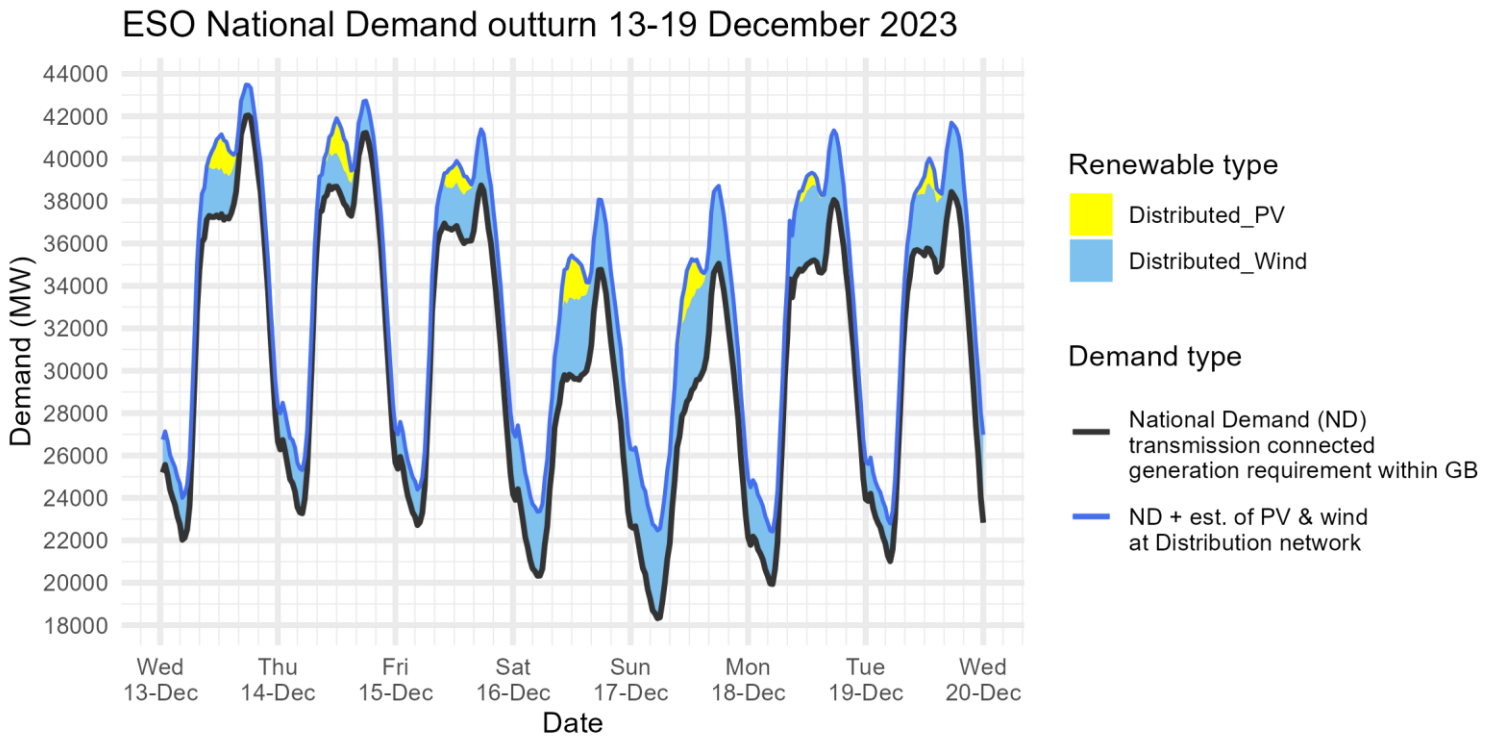


To provide feedback or for more information, please contact:
box.balancing.costs@nationalgrideso.com

Alternatively, you can access the feedback form from this link.

ESO

Demand | Last week demand out-turn



		FORECAST (Wed 13 Dec)		OUTTURN			
Date	Forecasting Point	National Demand (GW)	Dist. wind (GW)	National Demand (GW)	Triad Avoidance est. (GW)	N. Demand adjusted for TA (GW)	Dist. wind (GW)
13 Dec	Evening Peak	42.1	1.5	42.0	0.0	42.0	1.4
14 Dec	Overnight Min	23.3	2.1	23.3	n/a	n/a	2.0
14 Dec	Evening Peak	41.1	1.8	41.2	0.0	41.2	1.5
15 Dec	Overnight Min	23.1	2.0	22.7	n/a	n/a	1.7
15 Dec	Evening Peak	38.5	2.9	38.7	0.0	38.7	2.6
16 Dec	Overnight Min	19.7	3.3	20.3	n/a	n/a	3.0
16 Dec	Evening Peak	33.9	3.6	34.8	0.0	34.8	3.3
17 Dec	Overnight Min	18.2	3.7	18.3	n/a	n/a	4.1
17 Dec	Evening Peak	35.6	3.0	35.0	0.0	35.0	3.7
18 Dec	Overnight Min	19.9	2.7	19.9	n/a	n/a	2.5
18 Dec	Evening Peak	38.0	3.8	38.1	0.0	38.1	3.3
19 Dec	Overnight Min	20.0	3.5	21.0	n/a	n/a	1.8
19 Dec	Evening Peak	39.1	3.3	38.4	0.0	38.4	3.3

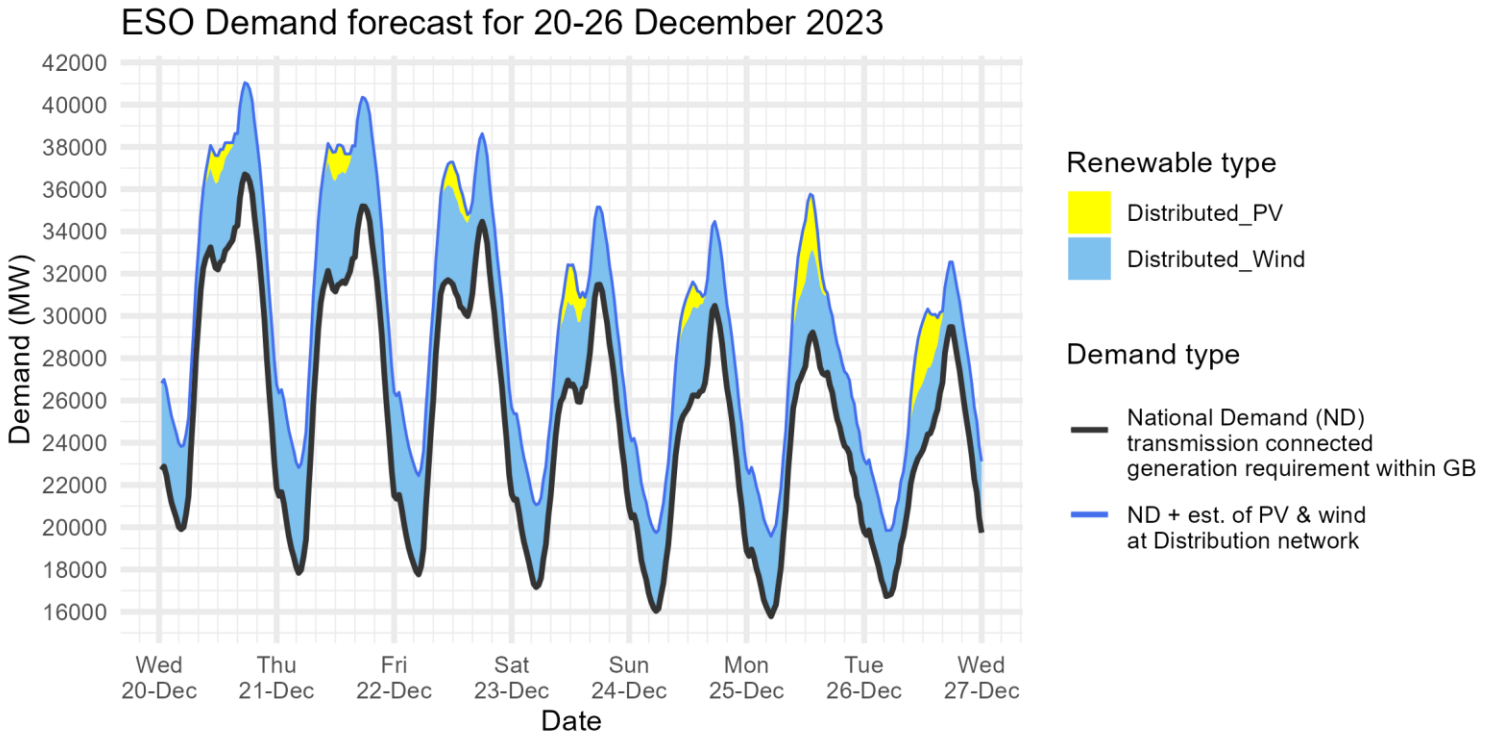
The black line (National Demand ND) is the measure of portion of total GB customer demand that is supplied by the transmission network.

ND values **do not include** export on interconnectors or pumping or station load

Blue line serves as a proxy for total GB customer demand. It includes demand supplied by the distributed wind and solar sources, but it does not include demand supplied by non-weather driven sources at the distributed network for which ESO has no real time data.

Historic out-turn data can be found on the ESO Data Portal in the following data sets: Historic Demand Data & Demand Data Update

Demand | Week Ahead



		FORECAST (Wed 20 Dec)	
Date	Forecasting Point	National Demand (GW)	Dist. wind (GW)
20 Dec 2023	Overnight Min	19.9	3.9
20 Dec 2023	Evening Peak	36.7	4.3
21 Dec 2023	Overnight Min	17.8	5.0
21 Dec 2023	Evening Peak	35.2	5.2
22 Dec 2023	Overnight Min	17.8	4.7
22 Dec 2023	Evening Peak	34.5	4.2
23 Dec 2023	Overnight Min	17.2	3.9
23 Dec 2023	Evening Peak	31.5	3.7
24 Dec 2023	Overnight Min	16.0	3.7
24 Dec 2023	Evening Peak	30.5	4.0
25 Dec 2023	Overnight Min	15.8	3.8
25 Dec 2023	Evening Peak	26.7	3.7
26 Dec 2023	Overnight Min	16.7	3.1
26 Dec 2023	Evening Peak	29.5	3.1

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Operational margins | Week Ahead

How to interpret this information

This slide sets out our view of operational margins for the next week. We are providing this information to help market participants identify when tighter periods are more likely to occur such that they can plan to respond accordingly.

The table provides our current view on the operational surplus based on expected levels of generation, wind and peak demand. This is based on information available to National Grid ESO as of 20th December and is subject to change. It represents a view of what the market is currently intending to provide before we take any actions. The interconnector flows are equal to those in the Base case presented in the Winter Outlook.

The indicative surplus is a measure of how tight we expect margins to be and the likelihood of the ESO needing to use its operational tools.

For higher surplus values, margins are expected to be adequate and there is a low likelihood of the ESO needing to use its tools. In such cases, we may even experience exports to Europe on the interconnectors over the peak depending on market prices.

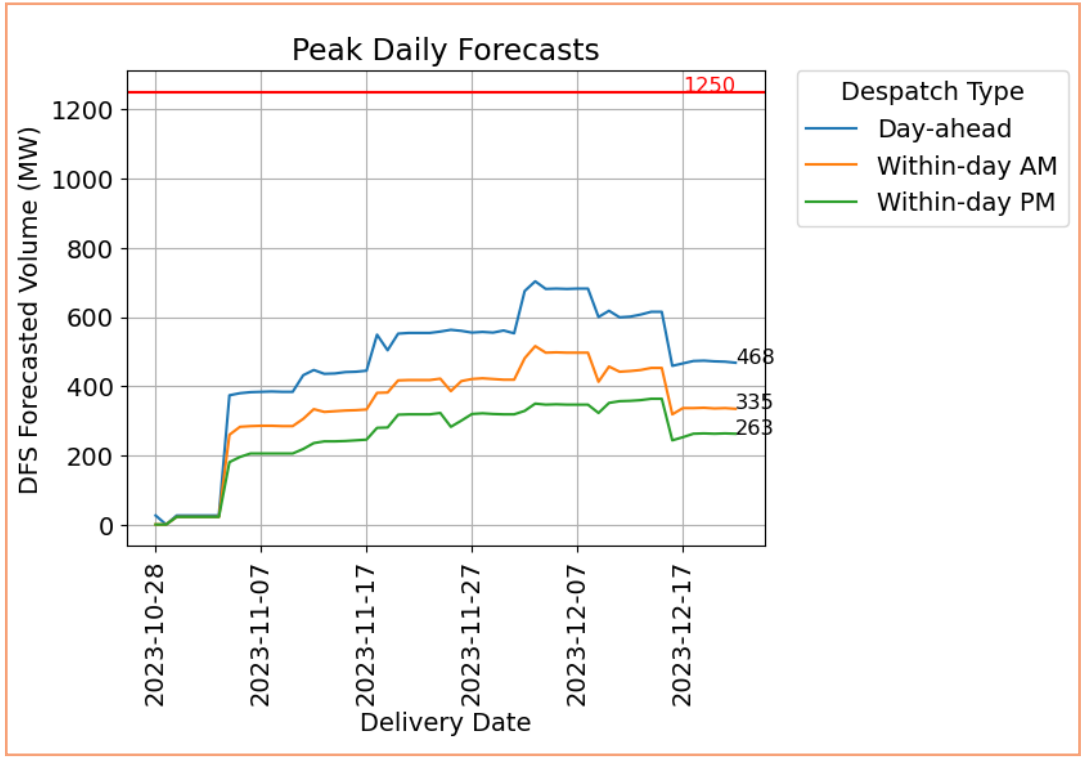
For lower (and potentially negative) surplus values, then this indicates operational margins could be tight and that there is a higher likelihood of the ESO needing to use its tools, such as issuing margins notices. We expect there to be sufficient supply available to respond to these signals to meet demand.

Margins are adequate for the next week.

Day	Date	Notified Generation (MW)	Wind (MW)	IC Flows* (MW)	Peak demand (MW)	Indicative surplus (MW)
Thu	21/12/2023	40778	19160	3370	35790	19870
Fri	22/12/2023	43863	17250	3370	35060	22880
Sat	23/12/2023	43225	15420	3370	32090	24380
Sun	24/12/2023	45220	18310	3370	31080	28270
Mon	25/12/2023	44778	17720	3370	29640	28630
Tue	26/12/2023	44778	16790	3370	30080	28310
Wed	27/12/2023	44753	15430	3370	35400	22900

*Interconnector flow in line with the Winter Outlook Report Base Case but will ultimately flow to market price

Demand Flexibility Service

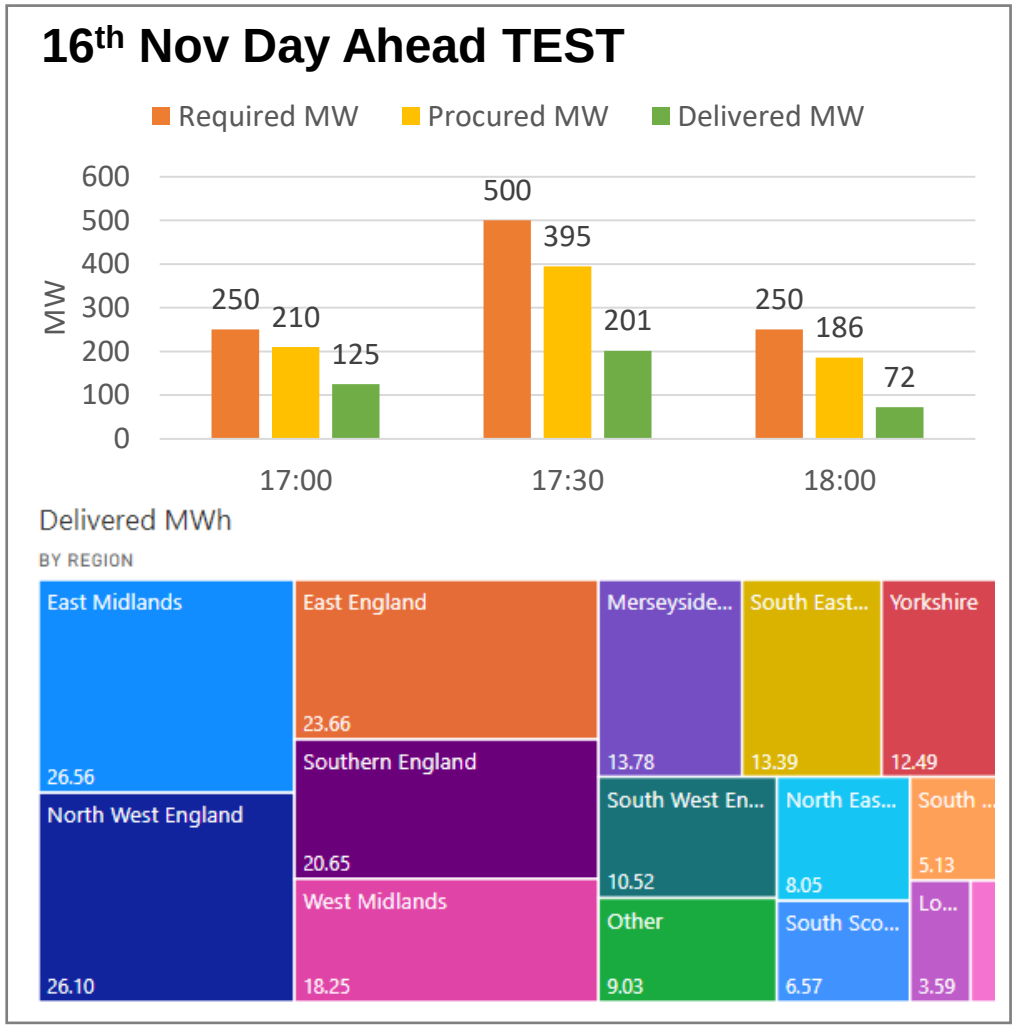


Latest events:

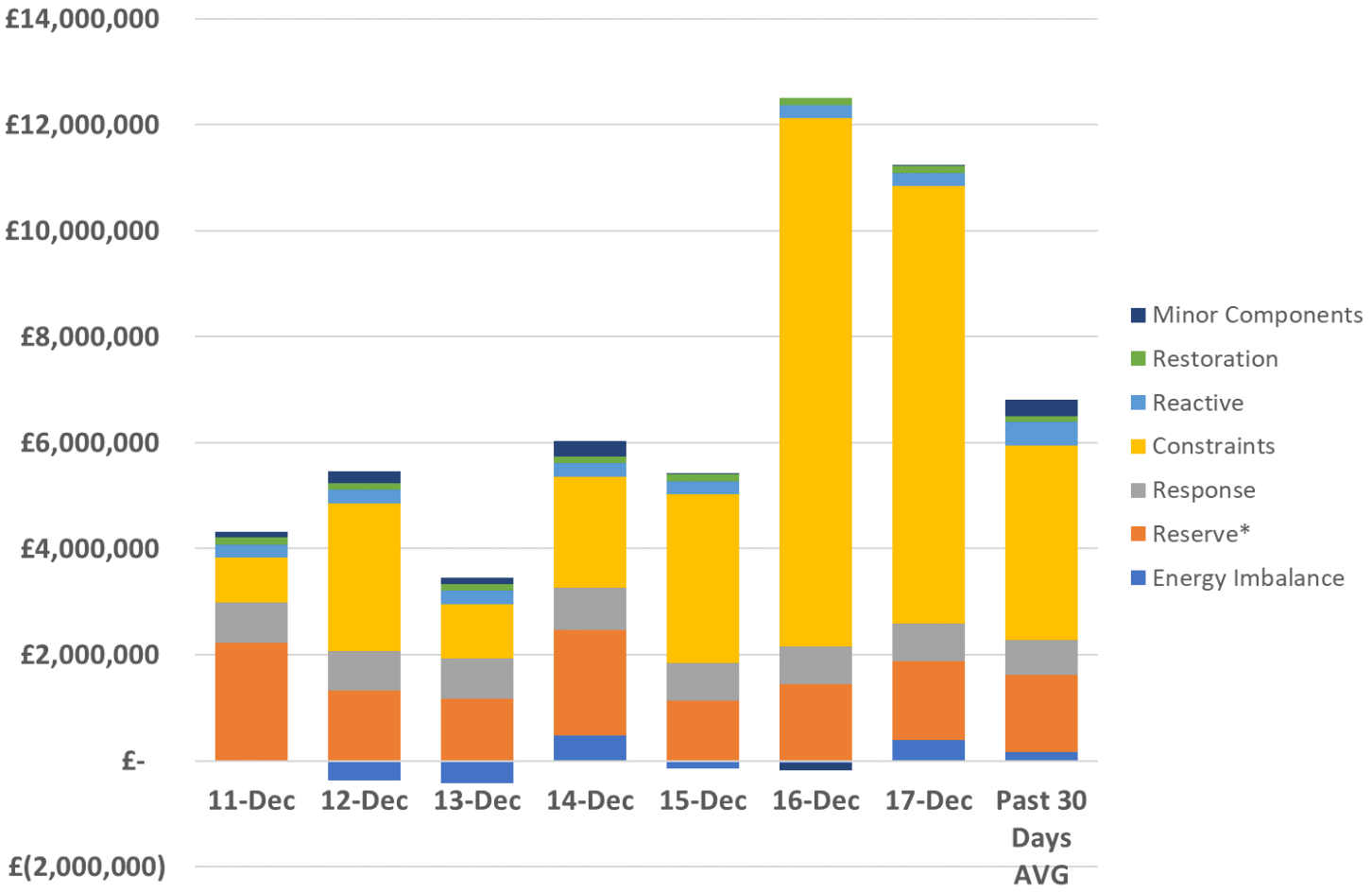
14th Dec Within Day (09:00) TEST

15th Dec Day Ahead TEST

19th Dec Within Day (12:00) TEST



ESO Actions | Category costs breakdown for the last week



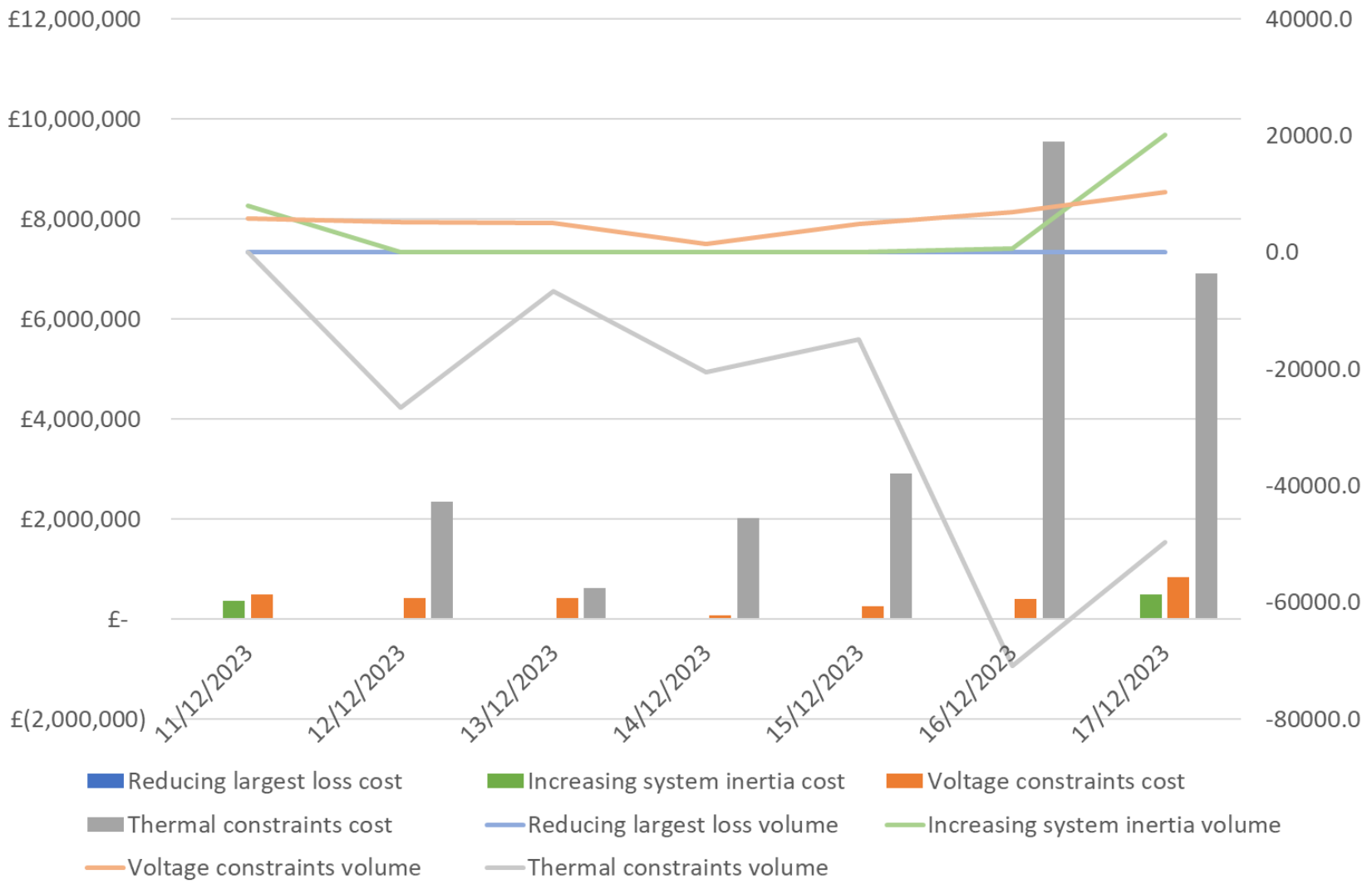
Date	Total (£m)
11/12/2023	4.3
12/12/2023	5.1
13/12/2023	3.0
14/12/2023	6.0
15/12/2023	5.3
16/12/2023	12.3
17/12/2023	11.2
Weekly Total	47.3
Previous Week	43.2

Constraints and Reserve costs were the key cost component for the week.

Please note that all the categories are presented and explained in the MBSS.

Data issue: Please note that due to a data issue on a few days over the last few months, the Minor Components line in Non-Constraint Costs is capturing some costs on those days which should be attributed to different categories. It has been identified that a significant portion of these costs should be allocated to the Operating Reserve Category. Although the categorisation of costs is not correct, we are confident that the total costs are correct in all months. We continue to investigate and will advise when we have a resolution.

ESO Actions | Constraint Cost Breakdown



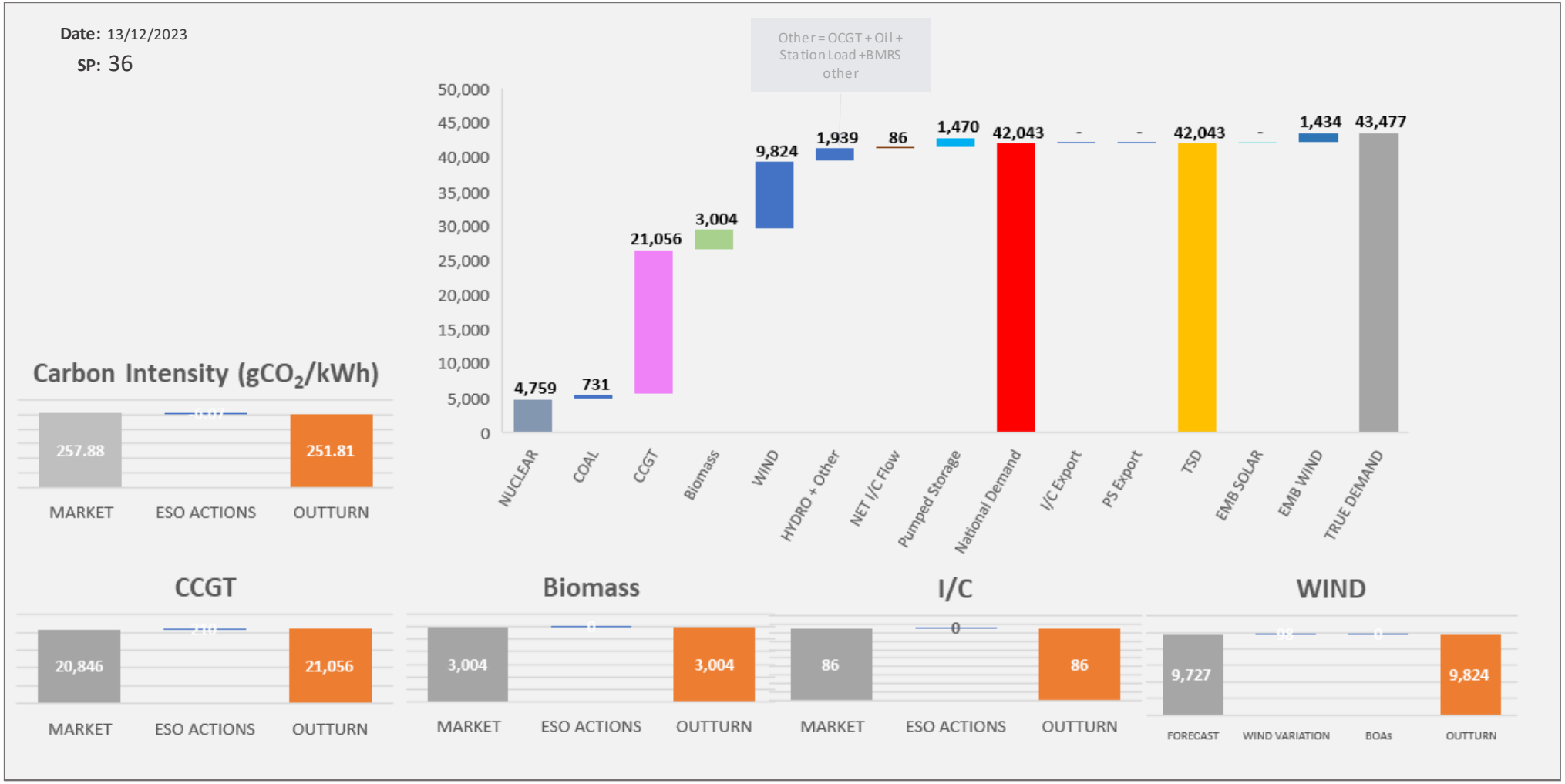
Thermal – network congestion
Actions were required to manage thermal constraints from Tuesday onwards with the most significant cost on Saturday and Sunday.

Voltage
Intervention was required to manage voltage levels throughout the week.

Managing largest loss for RoCoF
No intervention was required to manage largest loss.

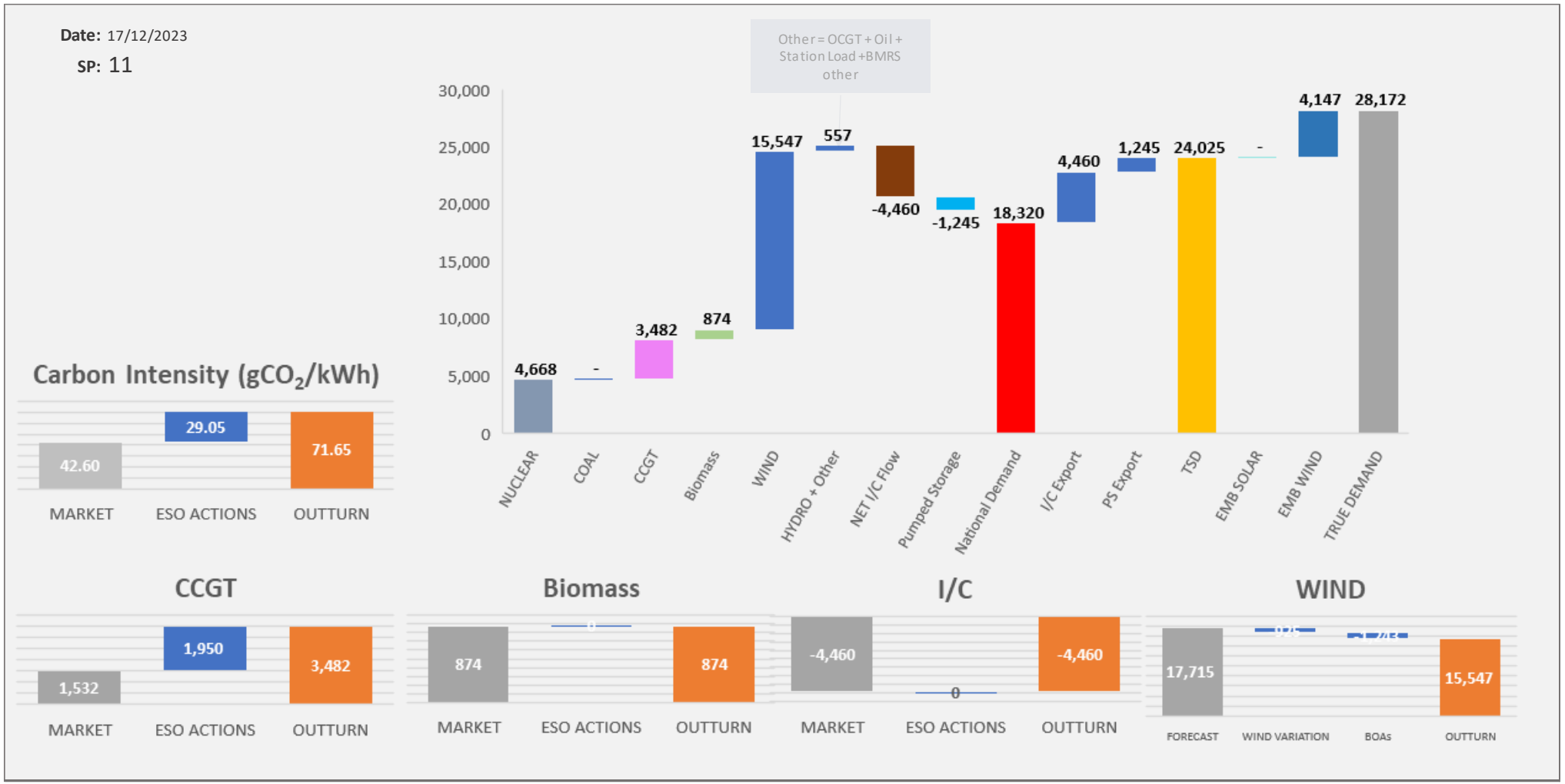
Increasing inertia
Intervention was required to manage System Inertia on Monday, Saturday and Sunday.

ESO Actions | Wednesday 13 December – Peak Demand – SP spend ~£21k



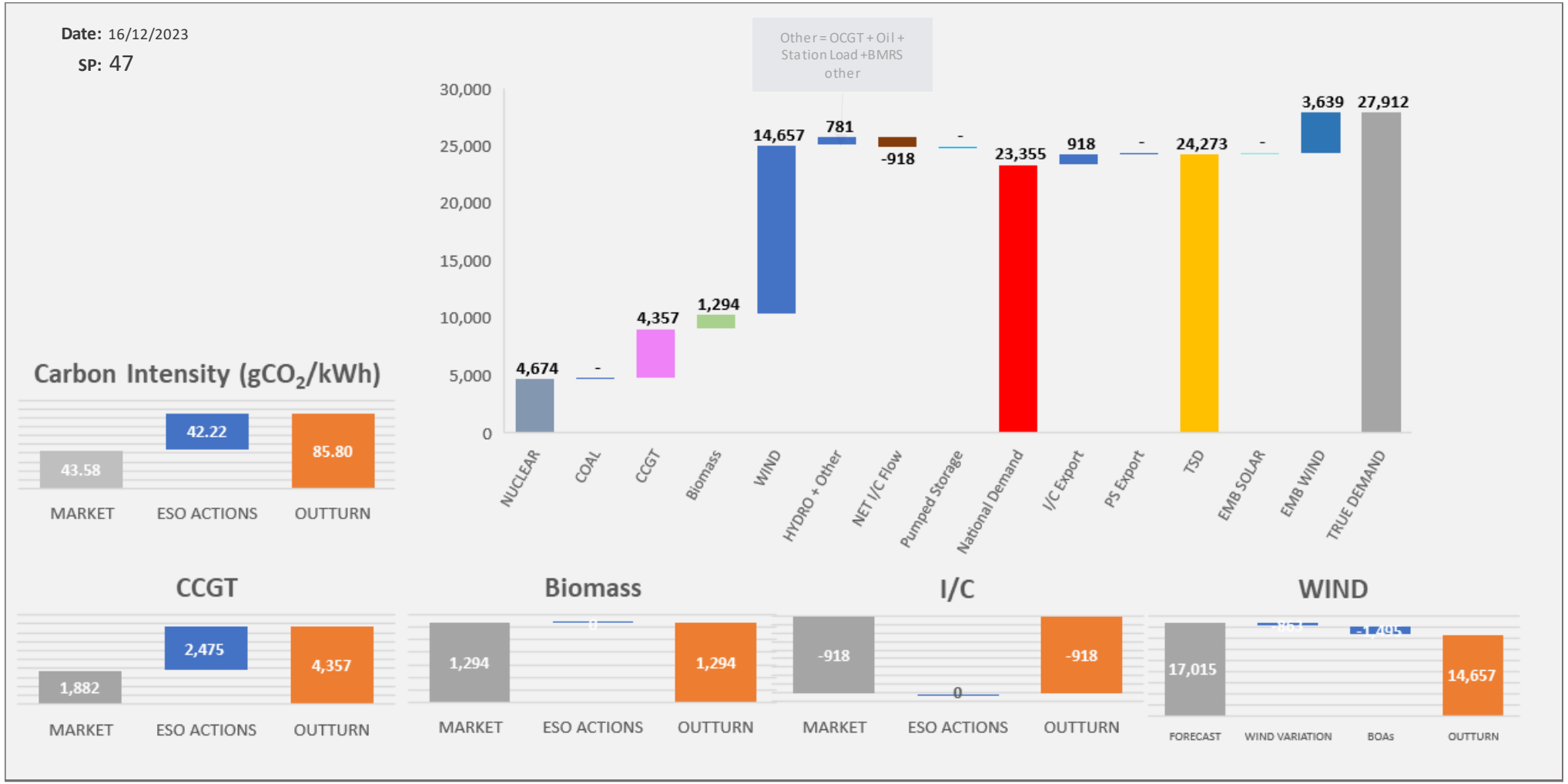
Carbon Intensity data on data portal: https://data.nationalgrideso.com/carbon-intensity1/carbon-intensity-of-balancing-actions

ESO Actions | Sunday 17 December – Minimum Demand – SP Spend ~£294k



Carbon Intensity data on data portal: https://data.nationalgrideso.com/carbon-intensity1/carbon-intensity-of-balancing-actions

ESO Actions | Saturday 16 December – Highest SP Spend ~£364k



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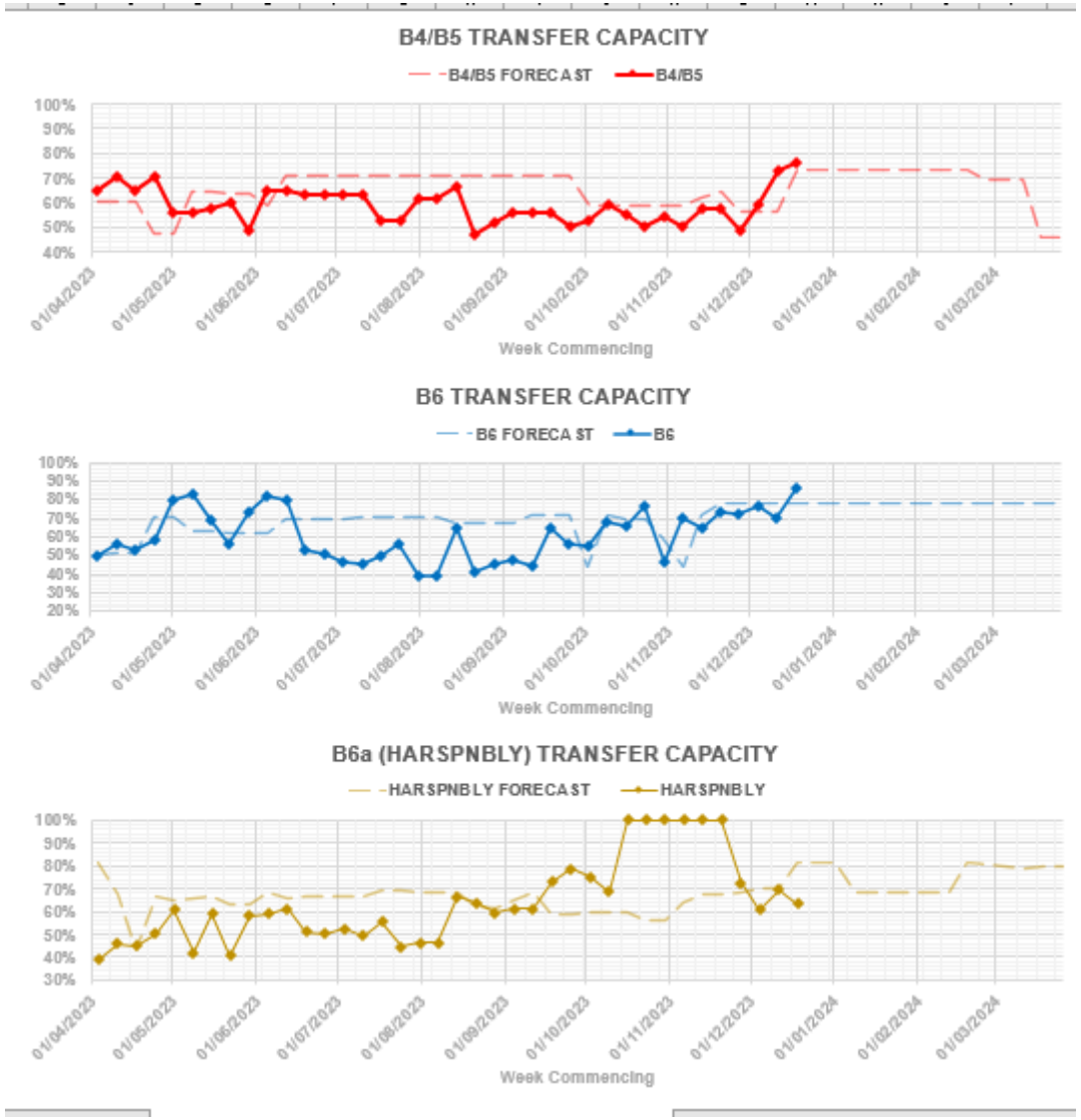
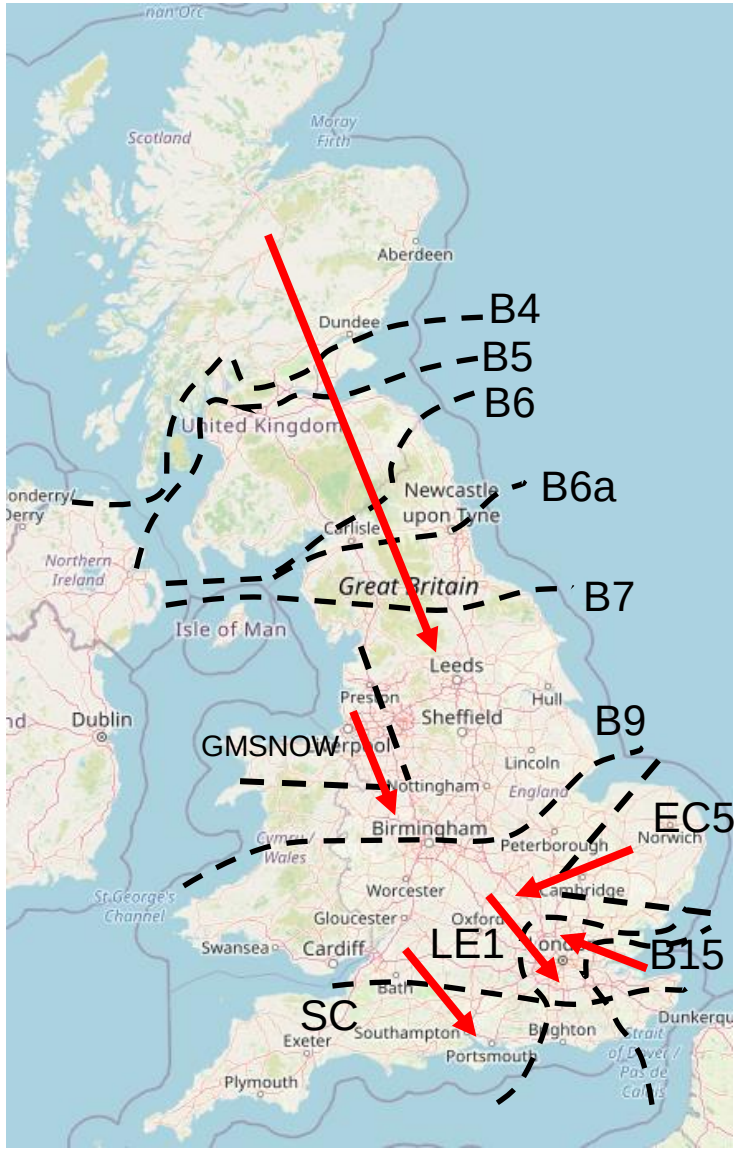
Transparency | Network Congestion

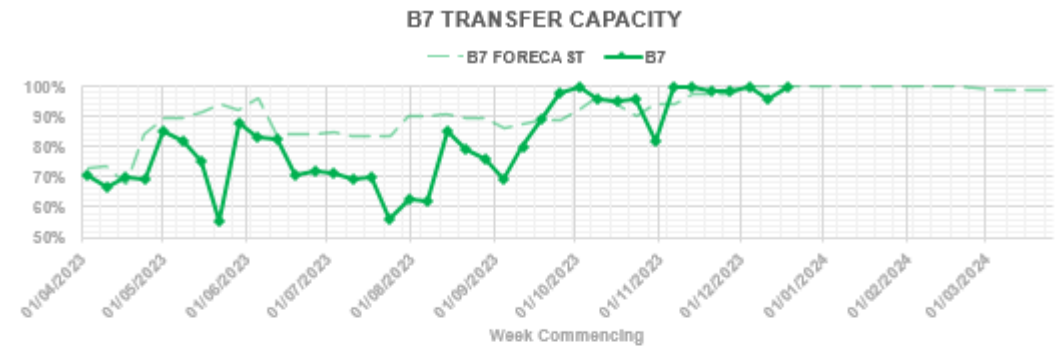


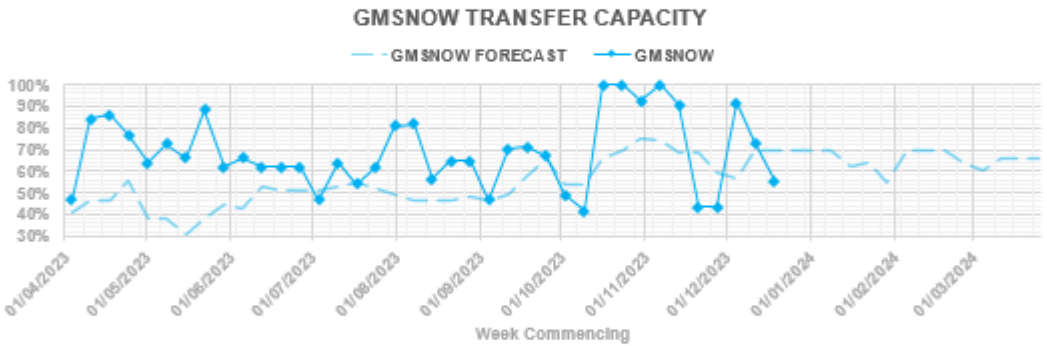
Boundary	Max. Capacity (MW)
B4/B5	3400
B6	6800
B6a	8000
B7	8325
GMSNOW	4700
B9	10600
EC5	5000
LE1	8500
B15	7500
SC	7300

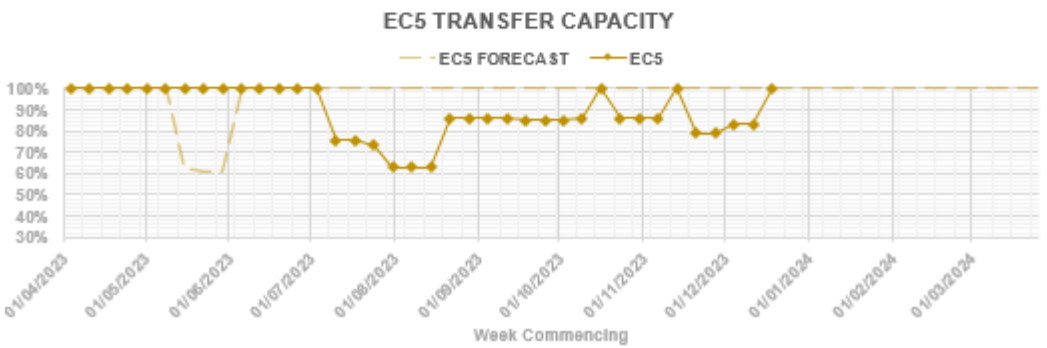


Day ahead flows and limits, and the 24-month constraint limit forecast are published on the ESO Data Portal:
https://data.nationalgrideso.com/data-groups/constraint-management

Transparency | Network Congestion







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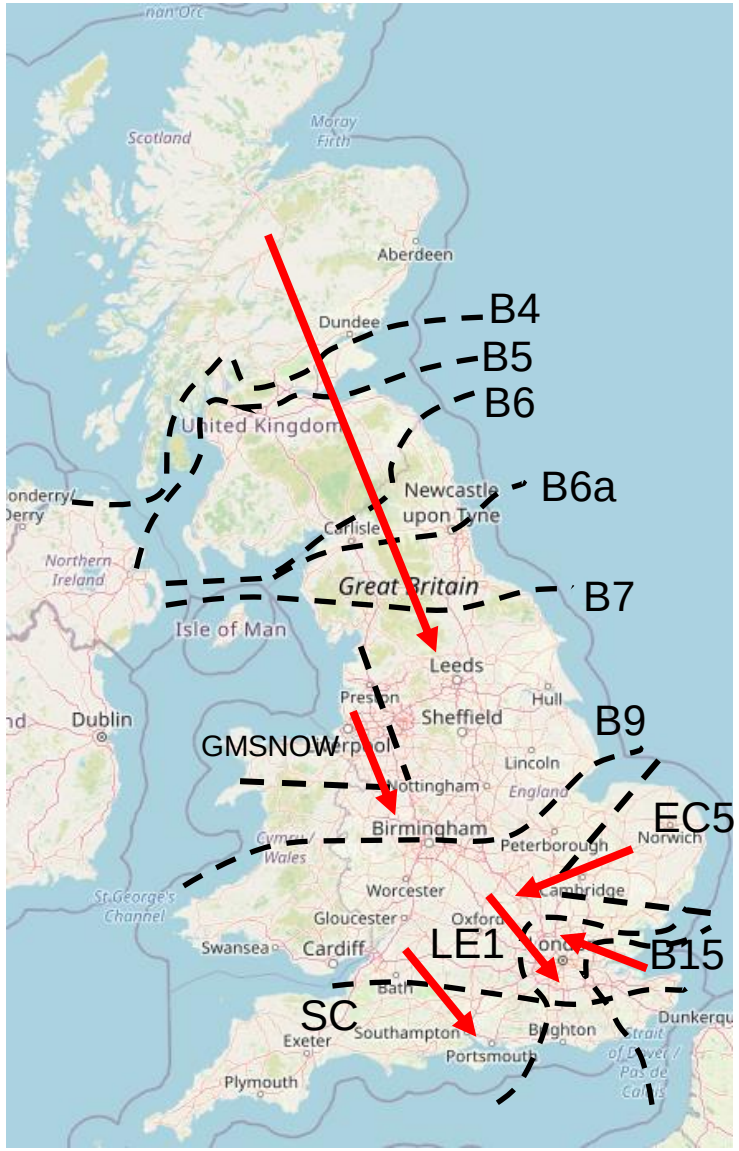

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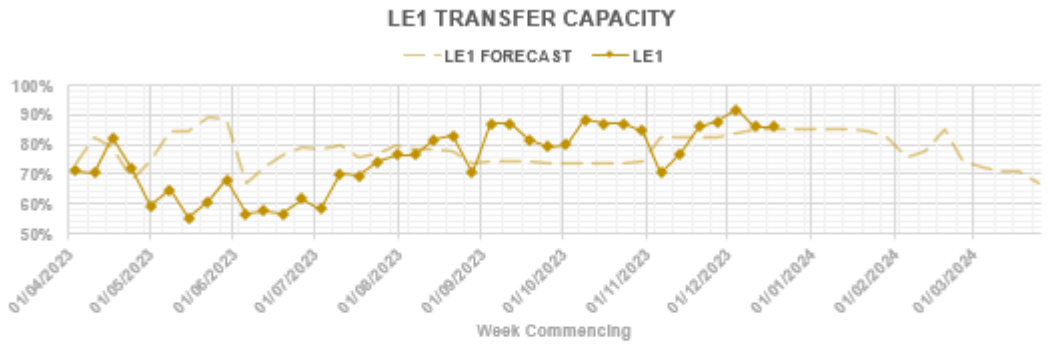
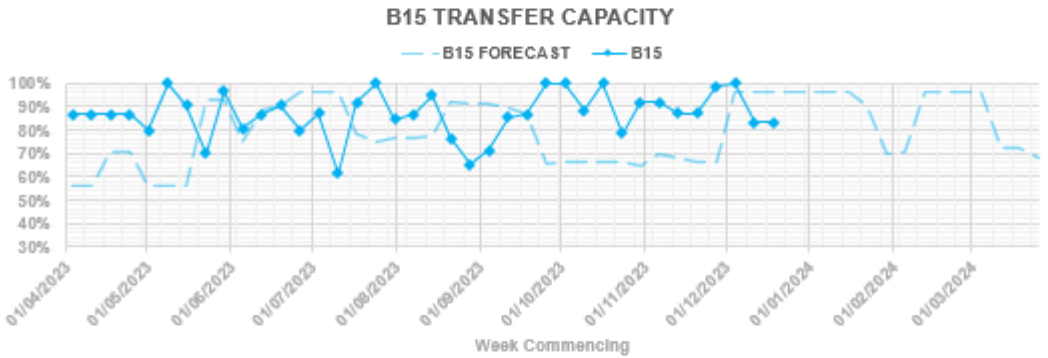
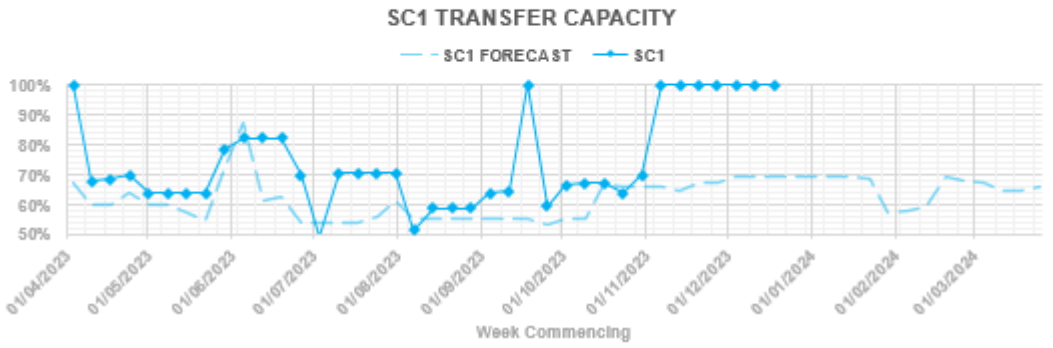
Transparency | Network Congestion







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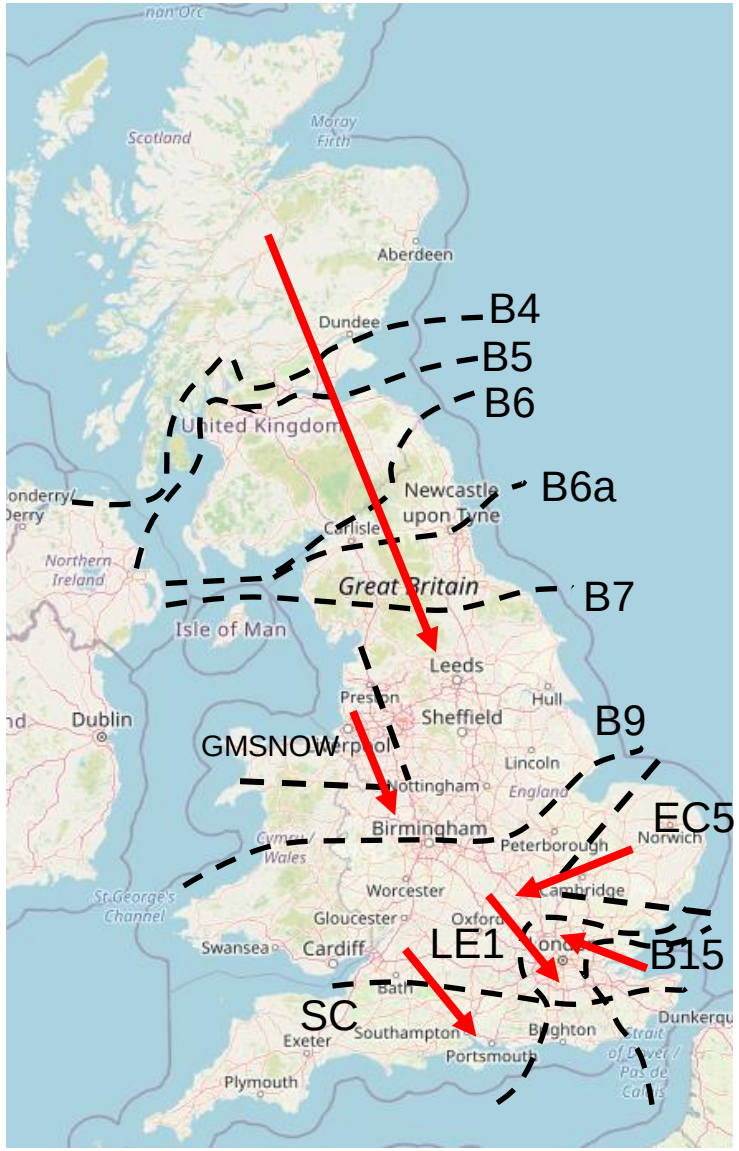

Day ahead flows and limits, and the 24-month constraint limit forecast are published on the ESO Data Portal:
https://data.nationalgrideso.com/data-groups/constraint-management

Previously Asked Questions – DFS

Q: hi, can you give any indication if there will be a DFS test next week; and over the Christmas period?

A: We do not provide prior notice of when tests will be. This is so that we can get full learnings of operating the service under the various procurement timescales.

We take on board the point about Christmas period and will review internally. For the avoidance of doubt a live event could occur at any time depending on operational conditions and providers will need to respond accordingly. For comfort, demand peaks are traditionally not at their highest over the Christmas period.

Q: DFS volumes offered at DA / within day am / within day pm: are any of these volumes additive or are we exclusively seeing the same volume offered at three different timescales?

A: These are the same volumes. ESO can only utilise one procurement time for a particular delivery period. These volumes essentially differ based on the notice period for consumers to respond.

Q: If situation changes with day - say 12 hrs before demand peak - and DFS is no longer required (demand forecast down) , why can't you just cancel DFS rather than taking £3k/ MWh + actions that you know aren't needed?

A: At the point of contract award ESO have contractual commitment to the accepted prices whether this be day ahead or within day. It should also be acknowledged that the tests are there to gather learnings and grow the service so will not be targeting a specific enhanced action need.

Previously Asked Questions – DFS

Q: Capacity Market participants are liable for penalties for non delivery and have strict conditions to be able to participate (including providing future security of supply), during the "live events" there were no CM events - why do you think the comparison to the CM clearing price is appropriate?

A: The comparison with the Capacity Market was aimed to put the cost of the testing in some context with other capacity payments. We accept that the Capacity Market has additional requirements, and also additional opportunities in that revenue stacking with the BM and Balancing Services is possible and so detailed comparison is more complicated. However with regard to the cost of the service we believe showing that the cost is of the same order as the Capacity Market is useful context.

Q: Customers are reporting that they have deliberately not changing their usage and still getting paid for DFS. How can we have any confidence in the service given this?

A: ESO have utilised an industry approved/recognised baseline methodology. Following the first year of operation we have made improvements to this baseline following formal industry consultation. This was also approved as part of the service terms by the regulator.

Our data from last year suggests that the service demonstrates good reliable delivery volumes and we look forward to continue to use the data to assess confidence going forward.

DFS providers and participants have a responsibility under the contract terms to also mitigate and report such behaviour.

Previously Asked Questions – DFS

Q: If DFS is an enhanced action, why is it dispatched far more regularly than other enhanced actions, at much higher total cost?

A: DFS is dispatched for either live or test events. We would not refer to the test events as enhanced actions, but ESO acknowledge to date operational conditions have seen the service dispatched as an enhanced action at day ahead stage twice so far this year. This decision was based on the information available at the time. Other Enhanced actions may be enacted closer to real time if required, such as Emergency Assistance, or may not have helped in this case such as Net Transfer Capacity.

Q: You mentioned that some DFS loads are controllable and some are not. This feels like quite an important distinction. Shouldn't load controlability be a requirement for participation, or at least valued more?

A: This is around automation. We recognise that consumers can deliver through automated actions such as smart devices and manual actions such as changing cooking/washing habits which are traditionally larger loads in homes. We are aiming to explore whether this impacts the closer to real time activation of the service, which will inform our development of the service in the future.

Previously Asked Questions – DFS

Q: Other countries worldwide have successfully used dynamic electricity prices to manage the peak and min demand. That provides a lot of value for both zero carbon and consumer value. It is much better than your DFS, and the Supplier will get a big cut of your £3000MWh!

A: Thanks for this feedback, we are watching what other countries have in this space as we develop the GB markets here.

The original need for the demandflex services is around providing an enhanced action in preparation for a challenging winter. We expect GB markets to price in more value of flexibility following the rollout of the MHHS.

Previously Asked Questions

Q: Do you plan publishing the latest BSUoS fixed tariff rates prior to the year end? Thanks

A: Yes, the next BSUoS fixed rate is set in December and we are aiming to publish before Christmas.

Q: Is an Operability Strategy report for 2024 expected this month? There has not been an update in SOF web area since March '23- so unsure. Will report cover future c.2030 HNDetc considerations as discussed at various previous OTF this year? either way, would be a good deep dive topic early in New Yr.

A: Work is in progress for the next Operability Strategy report and we expect to publish before the end of December with further communications and a webinar in the new year

Q: Demand review - can you add some commentary to the slides please. You said D dropped because temp "dropped" (think you meant increased?) but it might have dropped because you are now getting lots of embd wind? Can you show this dif between temp and emb wind that is supporting Tx system peak? thanks

A: Yes, you are correct – this should have been 'demand dropped as temperatures **increased**'.

The graphs shown have the embedded wind shown in blue, and it's this **total** of national demand and embedded generation that has dropped a little as temperatures increased. You can see how much effect the embedded wind had by the size of the blue area on the chart.

Previously Asked Questions

Q: OBP went live yesterday and this was great to see the OBP dispatches , but overnight and today manual dispatch is being used in the BM instead and we're seeing skips and 15 min rule skipped. What measures are in place to ensure OBP is actually used?

A: Thanks for the feedback. An OBP update was provided on slide 5 of today's pack, which addresses this question. We will continue to provide updates around OBP in future OTF's and also via the Balancing Programme distribution list.

Q: Why did you stop the recording?

A: This message pops up in error most weeks, the recording is still going and will be published on the OTF webpage at: Operational Transparency Forum | ESO (nationalgrideso.com)

Q: I think Andrews point on response holding for FR stems from concerns based on recent DG experience in US not meeting FRT spec and indeed the large new nuclear FRT test failure - both announced last week- perhaps best addressed in the next FRCR review?

A: Thanks for the input – we will pass this across to our frequency team. The initial question focussed on reserve – with response we aim to secure the largest individual generation or demand loss as set out through the Frequency Risk and Control Report.

Advance Questions

Q: What happened with the £(99,995)/MWh bid for Red Scar (V__GHABI001) on the 14th in SP24? Will there be a manifest error published about this or will they be paid ~£41,000 to charge 0.4MWh?

If it's an issue with OBP, can you confirm that the issue has been fixed?

A: At the OTF we do not discuss individual units and actions. However this topic was covered on slide 5 of today's pack, including our approach to resolving this.

Q: Can you please confirm the contract end dates for all Stability Phase 1 contracts.

A: The stability pathfinder phase 1 contracts finish between September 2026 and March 2027. There is information on the Stability Pathfinder webpage with details of all contracts awarded.

https://www.nationalgrideso.com/industry-information/balancing-services/pathfinders

Outstanding questions

Q: Last week the control room turned off some wind units (non SO-flagged) at -40 £/MW in the middle of the day when there were over 5GW of bids in the stack at ~0£/MW. Quite clearly this activity wasn't for energy balancing. What can be done to make these decisions more predictable for the market?

We have now received confirmation which date and settlement periods are being referred to and are conducting our analysis and will reach out to Elexon for further input.

Q: Does INDO (used to determine Triads) exclude Battery Storage? The Elexon Glossary doesn't specify it, but it seems reasonable given Pumped Storage is excluded.

This question came in via Slido after 12:00 last week and unfortunately we only picked it up this morning. We will provide a response in the next OTF.

Reminder Sli.do will remain open until 12:00. If you want to ask questions after this time please use the advance question form or box.NC.customer@nationalgrideso.com

Reminder about answering questions at the ESO OTF

- **Questions from unidentified parties will not be answered live**. If you have reasons to remain anonymous to the wider forum please use the advance question or email options. Details in the appendix to the pack.
- **Questions will be answered in the upvoted order whenever possible**. We will take questions from further down the list when: the answer is not ready; we need to take the question away or the topic is outside of the scope of the OTF.
- **Sli.do will remain open until 12:00**, even when the call closes earlier, to provide the maximum opportunity for you to ask questions.
- **All questions will be recorded and published** All questions asked through Sli.do will be recorded and published, with answers, in the Operational Transparency Forum Q&A on the webpage: https://www.nationalgrideso.com/what-we-do/electricity-national-control-centre/operational-transparency-forum
- **Takeaway questions** – these questions will be included in the pack for the next OTF, we may ask you to contact us by email in order to clarify or confirm details for the question.
- **Out of scope questions** will be forwarded to the appropriate ESO expert or team for a direct response. We may ask you to contact us by email to ensure we have the correct contact details for the response. These questions will not be managed through the OTF, and we are unable to forward questions without correct contact details. Information about the OTF purpose and scope can be found in the appendix of this slide pack

slido

Audience Q&A Session

ⓘ Start presenting to display the audience questions on this slide.

Feedback

Please remember to use the feedback poll in sli.do after the event.

We welcome feedback to understand what we are doing well and how we can improve the event for the future.

If you have any questions after the event, please contact the following email address:
box.NC.Customer@nationalgrideso.com

Appendix

Purpose and scope of the ESO Operational Transparency Forum

Purpose

The Operational Transparency Forum runs once a week to provide updated information on and insight into the operational challenges faced by the control room in the recent past (1-2 weeks) and short term future (1-2 weeks). The OTF will also signpost other ESO events, provide deep dives into focus topics, and allow industry to ask questions.

Scope

Aligns with purpose, see examples below:

In Scope of OTF

Material presented i.e.: regular content, deep dives, focus topics
ESO operational approach & challenges
ESO published data

Out of Scope of OTF

Data owned and/or published by other parties
e.g.: BMRS is published by Elexon
Processes including consultations operated by other parties e.g.: Elexon, Ofgem, DESNZ
Data owned by other parties
Details of ESO Control Room actions & decision making
Activities & operations of particular market participants
ESO policy & strategic decision making
Formal consultations e.g.: Code Changes, Business Planning, Market development

Managing questions at the ESO Operational Transparency Forum

- OTF participants can ask questions in the following ways:
  - Live via Sli.do code #OTF
  - In advance (before 12:00 on Monday) at https://forms.office.com/r/k0AEfKnai3
  - At any time to box.NC.Customer@nationalgrideso.com

- **All questions asked through Sli.do** will be recorded and published, with answers, in the Operational Transparency Forum Q&A on the webpage: Operational Transparency Forum | ESO (nationalgrideso.com)
- **Advance questions** will be included, with answers, in the slide pack for the next OTF and published in the OTF Q&A as above.
- **Email questions** which specifically request inclusion in the OTF will be treated as Advance questions, otherwise we will only reply direct to the sender.
- **Takeaway questions** – we may ask you to contact us by email in order to clarify or confirm details for the question.
- **Out of scope questions** will be forwarded to the appropriate ESO expert or team for a direct response. We may ask you to contact us by email to ensure we have the correct contact details for the response. These questions will not be managed through the OTF, and we are unable to forward questions without correct contact details. Information about the OTF purpose and scope can be found in the appendix of this slide pack