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ESO Operational Transparency Forum

17 April 2024

Introduction | Sli.do code #OTF

To ask questions live & give us post event feedback go to Sli.do 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 below.
- **The OTF is not the place to challenge the actions of individual parties** (other than the ESO) and we will not comment on these challenges. This type of concern can be reported to the Market Monitoring team at: marketreporting@nationalgrideso.com
- **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. After that please use the advance questions or email options below.
- **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> (OTF Q&A is published with slidepacks)

Future deep dive / focus topics

Today

17th April 2024 – Overview of ESO's assessment of Scheduling and Dispatch in REMA

Future

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

Frequency Risk and Control Report (FRCR) 2024 Consultation

10th April – 17th May 2024

- In line with SQSS requirement, we are obliged to produce an annual FRCR report and consult with industry on the methodology and assessment presented in the report on how we manage frequency risks.
- **We will be consulting on the 2024 version of FRCR between the 10th April and 17th May 2024.**
- The consultation and associated documents is published on our website, which can be [found here](#).
- We are holding a webinar on **Wednesday 1st May 13:00-14:00**, mid-way through the consultation period to provide further insight into the proposal and take any initial feedback on the proposals ahead of the consultation period closing.

Please send your response proforma to box.sqss@nationalgrideso.com by 5pm on Friday 17th May 2024.

Please register your interest for the webinar using [this link](#)

Frequency Roadshows

We welcome industry to attend our frequency response/reserve roadshows which will be held in London and Edinburgh. These will be drop in sessions where we will have SMEs from across the response and reserve teams available to answer any questions you may have or discuss any topics that might interest you. There will be a presentation from the team at 11:30am then again at 2:00pm where we will discuss some of our key updates. We also invite you to join us for lunch which will be served at the venue at 12:30pm.

Details of each of the events are below and we welcome you to fill out the survey at the bottom of this slide to register your interest and highlight any key topics that you may wish to discuss.

London Roadshow:

25th April 2024

9:30am – 4:00pm

DoubleTree by Hilton Hotel
London – West End
92 Southampton Row
London
Greater London
WC1B 4BH

Edinburgh Roadshow:

1st May 2024

9:30am – 4:00pm

Novotel Edinburgh Centre
80 Lauriston Place
Edinburgh
EH3 9DE

Please fill out the following form to let us know you will be attending: <https://forms.office.com/r/AYErjPT4Ab>

If you cannot make these in person events but would like to talk to the team then please make this clear on the form or contact box. futureofbalancingservices@nationalgrideso.com

Feedback for Service Design

Reserve Reform – Quick Reserve

- Following recent industry engagement we have now completed our proposed Service and Procurement Design for Quick Reserve which is available on our website for your review.
- We are keen to get your further feedback ahead of our planned Article 18 industry consultation later in April 2024.
- We've provided a feedback form and are also offering 1-2-1 sessions during early April – to request a slot please reach out via box.futureofbalancingservices@nationalgrideso.com.

Demand Flexibility Service (DFS)

- Following our recent webinar, please share your feedback and ideas with us on what the DFS could look like moving forward.
- The questionnaire for feedback can be accessed [here](#) and will remain open until 19 April.
- If you have any questions, contact us at: demandflexibility@nationalgrideso.com.

Operational Separation Cutover - Billing System Changes

System Outage	What this means to you and your business	Direct questions to email below
TNUoS	No impact. Invoices will be raised as normal for May Variable Direct Debit customer collections will be delayed until restoration of system	Contact here
Connections	No impact. Invoices will be raised as normal for May Variable Direct Debit customer collections will be delayed until restoration of system	Contact here
BSUoS	The last run of BSUoS will be the 25th April. The next run is expected to be 21st May	Contact here
AAHEDC (Hydro)	Invoices will be raised in advance with payment date reflecting the standard due date	Contact here
Settlement providers	Payments will be made earlier than the current published payments calendar. May payments will be made in line with the current billing calendar	Contact here
App Fees	Invoices will be raised before outage if applicable and manually via offline process should this be required	Contact here

As we approach our new role as National Energy System Operator (NESO) this summer, there will be a requirement to update our billing systems. This means that there will be an outage from **26th April to 21st May 2024**.

During this we will not be able to produce or send billing information and invoices during this period.

We will share more detailed communications regarding this, including the revised BSUoS calendar shortly.

GB NTC Calculation Policy now published

- ESO has published the GB NTC Calculation Policy on our website, as was discussed as part of the NTC Commercial Compensation Methodology approved in September 2023.
- This document outlines the policy for the operational calculation of interconnector capacity restrictions set by ESO achieved through Net Transfer Capacity (NTC) processes in coordination with external interconnector parties and other System Operators interconnected to GB.
- The document can be found in our publications library here: [Publications library | ESO \(nationalgrideso.com\)](#), or directly through this link: [download \(nationalgrideso.com\)](#).
- Also links with the Interconnectors deep-dive at the OTF on 8th March 2023 (slides: [PowerPoint Presentation \(nationalgrideso.com\)](#) & recording: [OTF 08.03.23 \(brightcove.net\)](#))



Markets Forum

We are delighted to announce details of our next Markets Forum.

If you can't join us on the day, you'll be able to watch a live stream of the main event. Tickets are limited, so choose your preferred [sign-up](#) option.

Location: 200 SVS, Glasgow

Date: 14 May

Main event: 10am-2pm

An overview of our key market priorities and industry panel.

Marketplace: 2.15-3.30pm

An optional end of day event to continue the conversation with our Senior ESO Leaders and ESO colleagues in a dedicated networking session.



- We are intending to share updates for both Electricity and Gas in this forum as part of our Whole Energy System approach.
- If you have specific questions or topics you would like to see addressed, please indicate this by dropping an email to the team at: box.MarketsEngagement@nationalgrideso.com

Summer Outlook Report Summary

We are confident we have the operational tools available to manage our rapidly changing electricity system, delivering a resilient, reliable and efficient network.

1. Security of Supply

We are confident of meeting our world-leading reliability standards throughout summer 2024.

We expect there to be sufficient available supply to meet demand at all times this summer. We expect to be able to support exports to neighbouring European countries if needed, continuing the close-working and coordinated support with our neighbouring transmission system operators.

2. Managing the System

We are confident that we can use our existing tools to manage system operability this summer.

Managing low demand is one of the most complex scenarios we face and can require a greater number of everyday actions to protect the network. These everyday actions include trading on the interconnectors to reduce imports, or pumping and charging storage to increase demand.

We will continue to derive significant operability and efficiency benefits from the pathfinder projects, our suite of dynamic frequency services, new balancing products, new systems and the delivery and implementation of the 2023 Frequency Risk & Control Report (FRCR) recommendations. These measures reduce cost, save carbon and provide significant additional flexibility at times of low demand.

3. Market Prices and Balancing Costs

We expect balancing costs for summer 2024 to be lower than those incurred in summer 2023.

This summer, although we expect a minor increase in the volume of balancing actions, the cost of these will be offset by a combination of falling wholesale prices and activities undertaken by the ESO to minimise costs to consumers as outlined in our [Balancing Costs Portfolio](#). The forecast cost of our balancing actions for summer 2024 is prepared based on seasonal average conditions.

In Spring 2024, we will be publishing our first Annual Balancing costs report which will offer projections on balancing costs over the next decade and detail the impact of the wide range of ESO's activities to minimise these costs.



Dispatch & Scheduling Assessment for REMA

Operational Transparency Forum

Izzie Sunnucks & Ed Farley

17th April 2024

Context:

At our last Markets Forum in March, we announced that:

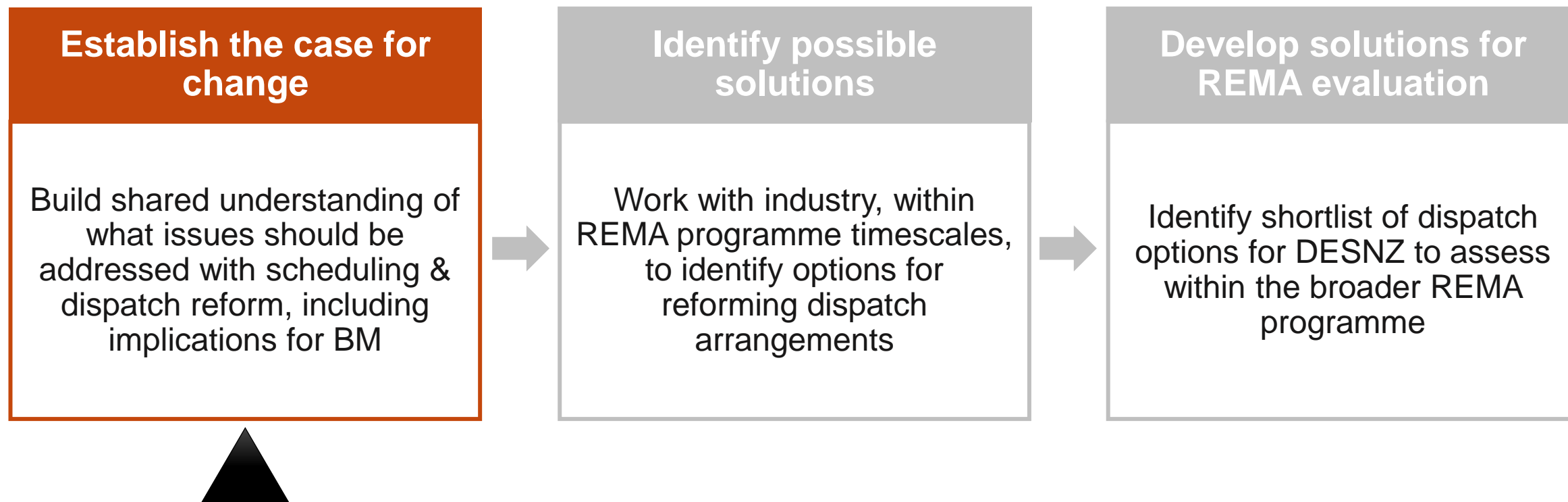
- We are concerned that the Balancing Mechanism (BM) is not delivering clear signals for efficient operation or investment.
- In support of DESNZ' REMA programme, we are developing a 'case for change' exploring potential issues in the BM and their impact on market participants.

DESNZ has since announced that in the next phase of REMA:

- It is exploring the potential to improve mechanisms and markets for balancing the system and ensuring efficient dispatch.
- ESO will be leading this work and as a priority will continue to assess the case for reform to GB's dispatch arrangements before identifying and evaluating different possible dispatch design options.

This presentation is to update industry on our Dispatch assessment approach and how stakeholders can input

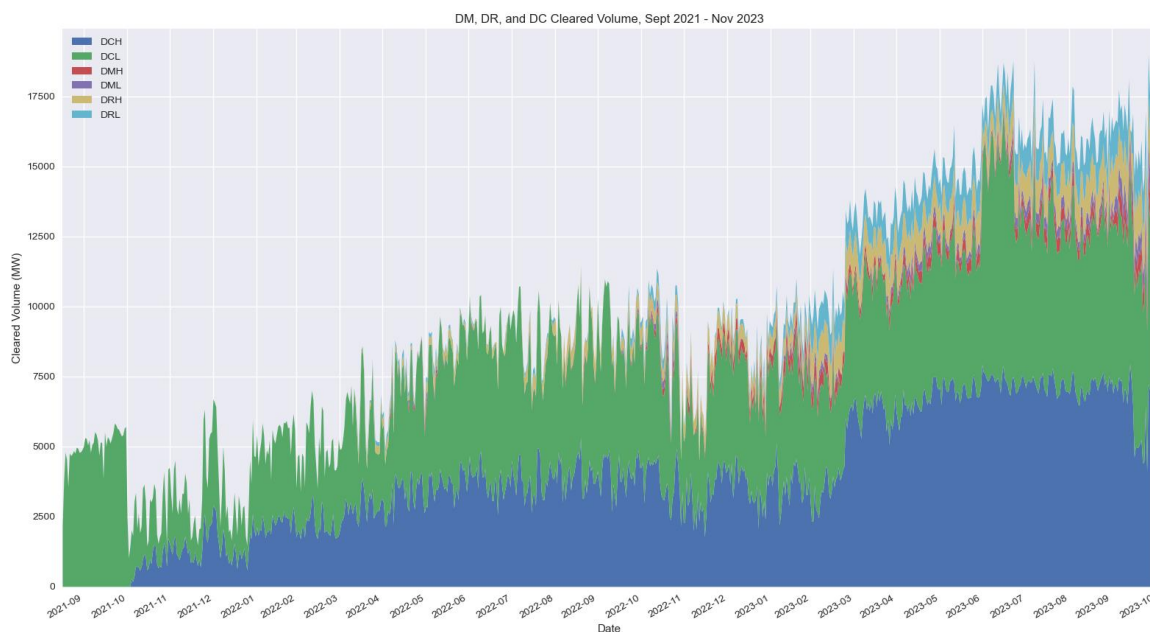
Our assessment has 3 parts:



Why are we exploring the Case for Change?

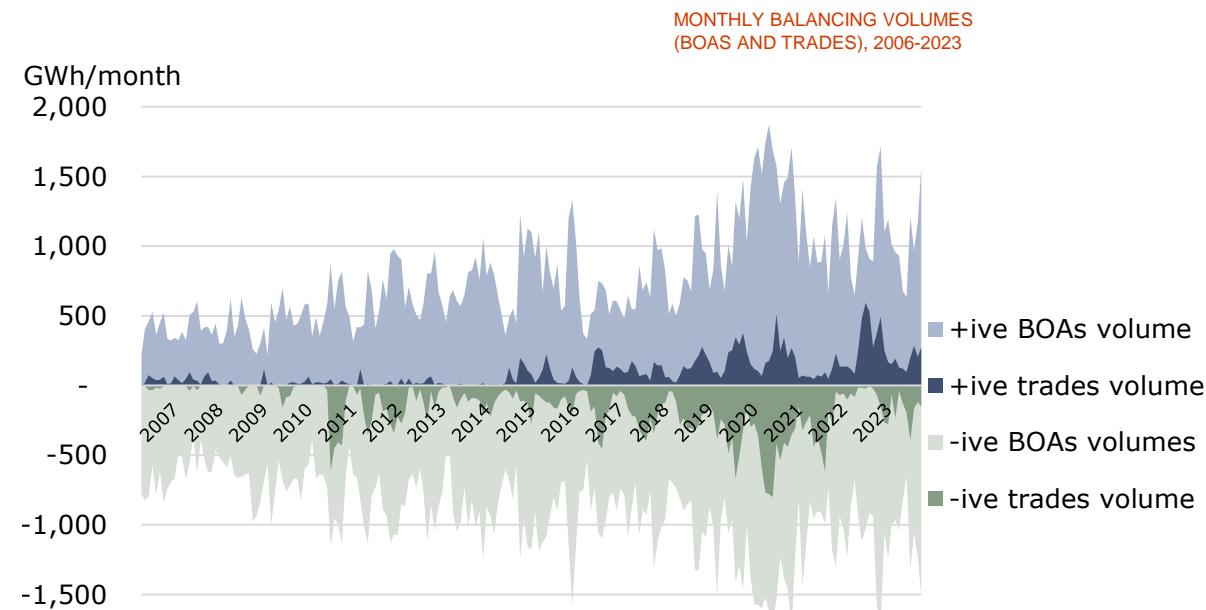
The GB market framework assumed ESO would have a 'residual' role. But operating a high-renewable system is requiring increased ESO intervention (1/2)

To integrate renewable resource, ESO has transformed how it procures balancing services



Response procurement; 2021 - 2023

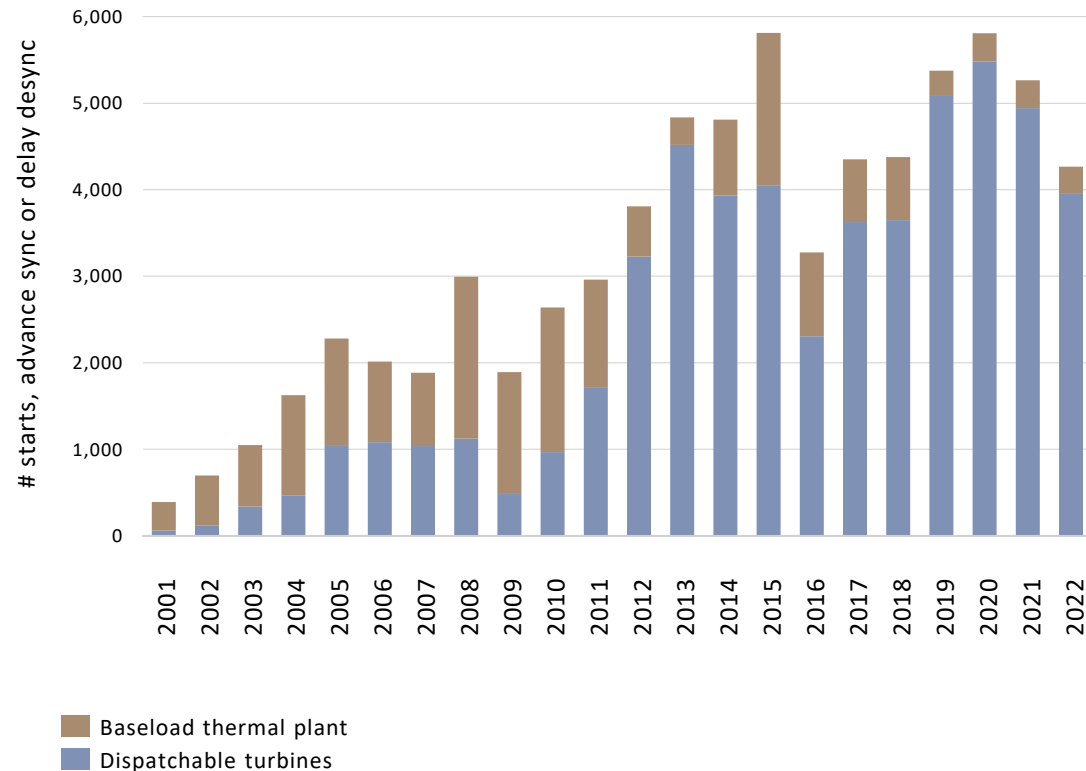
Despite this transformation, we are 'redispatching' increasing volumes in the BM and via trades



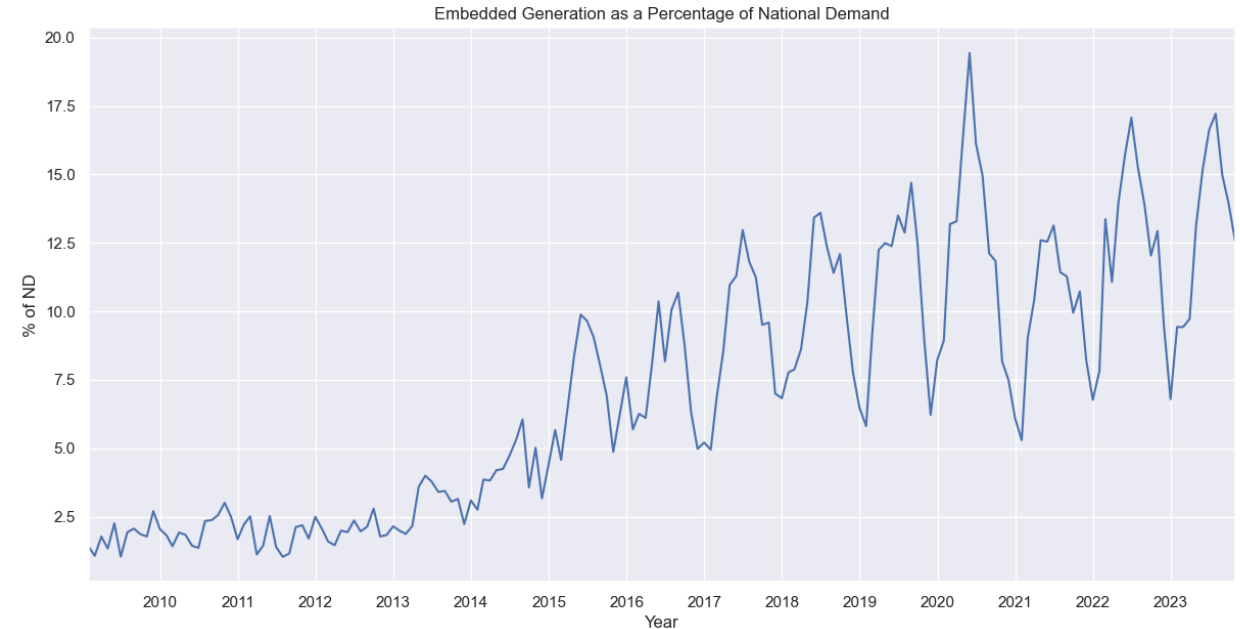
Why are we exploring the Case for Change?

The GB market framework assumed ESO would have a 'residual' role. But operating a high-renewable system is requiring increased ESO intervention. (2/2)

Since the market is not enabled to deliver feasible outcomes, we believe ESO is taking a more active role in determining which units should run



These changes are taking place against a background of reduced visibility of the market position

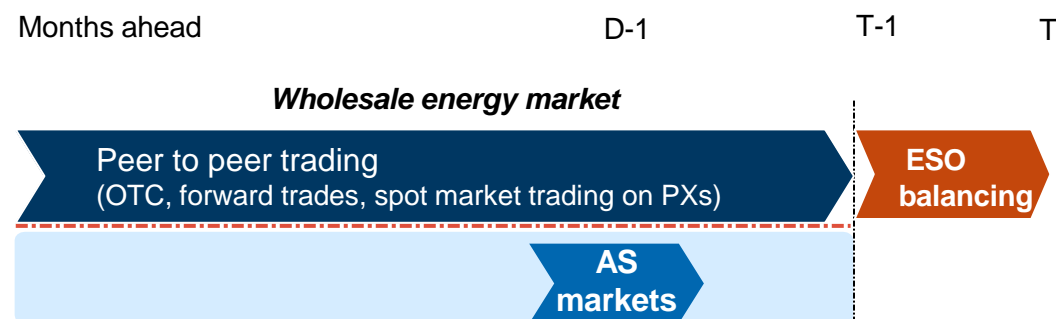


Why are we exploring the Case for Change?

As operating the system becomes more challenging, we are concerned that ESO is becoming a 'Central Scheduler', contrary to its intended role

Theoretical GB market design

The GB market was designed assuming the ESO only intervenes at the last minute



De facto GB market operation

As optimising the system becomes harder, ESO is overlapping with the wholesale market, creating confusing price signals



The growing overlap between ESO redispatch and wholesale market trading can create conflicting price signals and impact overall transparency

Work done so far

Working with consultants Afry, we have identified 3 over-arching challenges we think are impacting efficient dispatch:

Challenge



Incentives: The energy markets don't provide scheduling incentives in line with system needs and operational requirements



Visibility & Control: Incomplete ESO visibility of market outcomes, and limited access to some resources, impacts coherence between wholesale market and balancing



Intertemporal issues: The current dispatch mechanism does not facilitate effective optimisation of costs and unit constraints over time

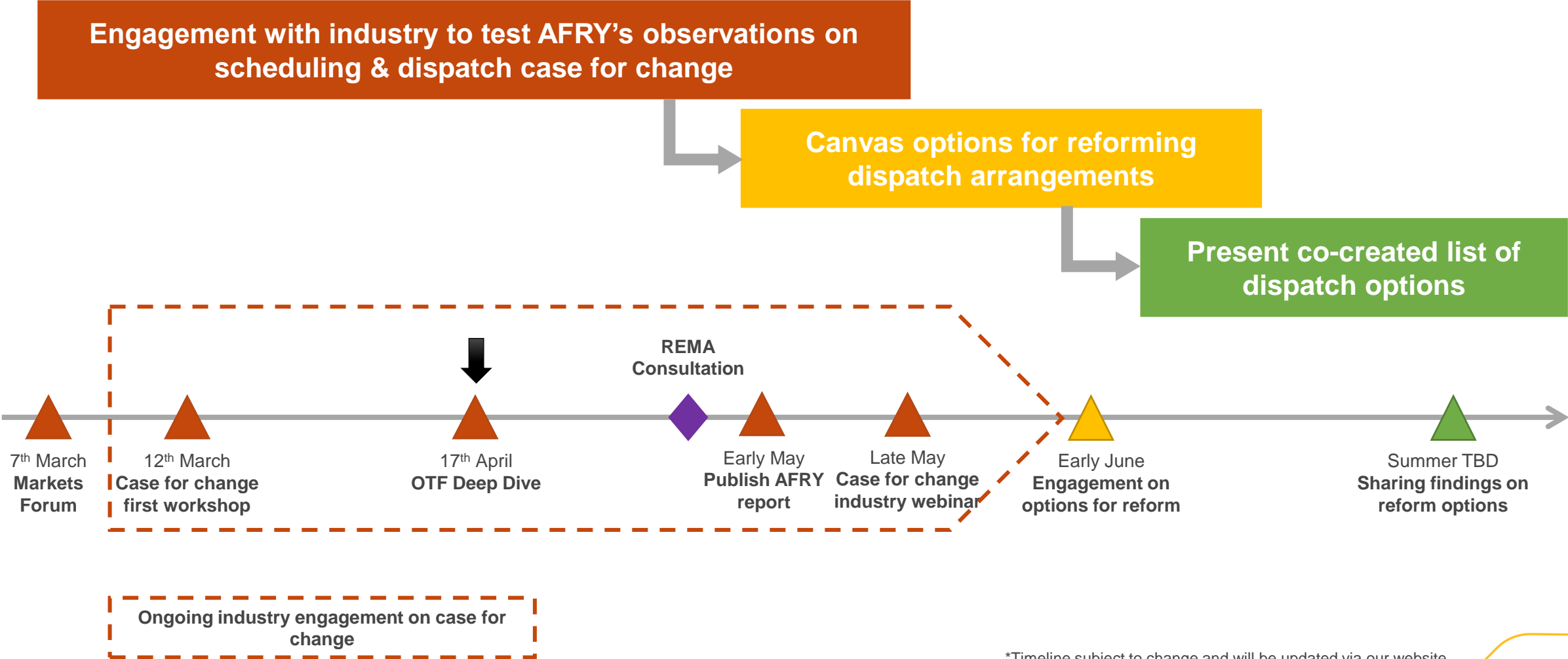
Hypothesised impact on market participants

Market parties can't see underlying drivers of system value and therefore cannot realise full revenue streams

ESO and market decisions are taken with incomplete information, leading to potential underutilisation of key asset types

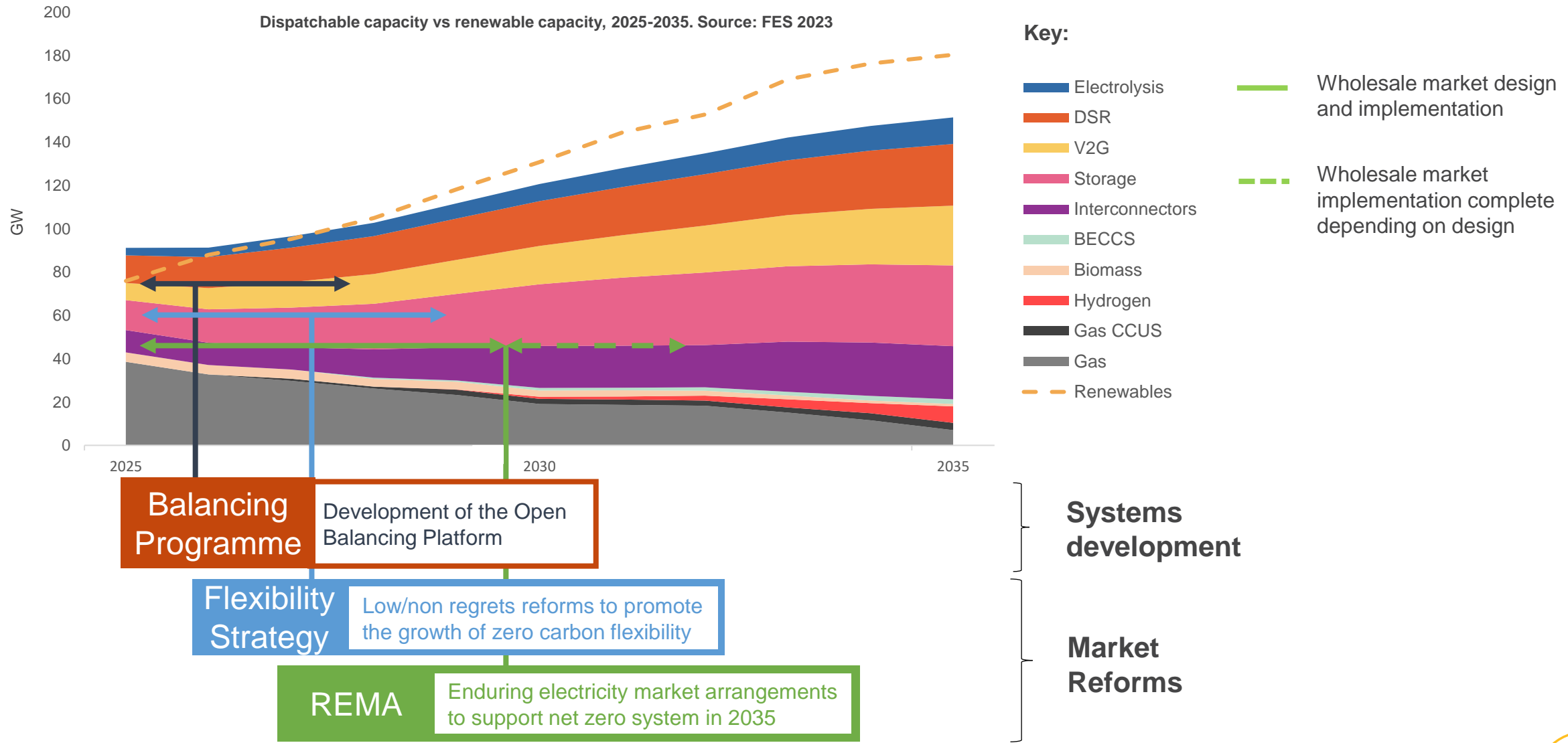
Leads to conflicting price signals and impacts transparency of BM decision-making

Our planned approach:



*Timeline subject to change and will be updated via our website

How does this work fit with other ESO programmes?



Note: Year ranges represent illustrative implementation dates

Where can you find information and materials on our work?



[Net Zero Market Reform webpage:](#)

- Scheduling & dispatch case for change overview
- Materials from workshops we are running with industry on the Case for Change:
 - Pre-read & presentation materials
 - Workshop summary notes
- Q&A document – provides more information on the status of our assessment within DESNZ' REMA programme

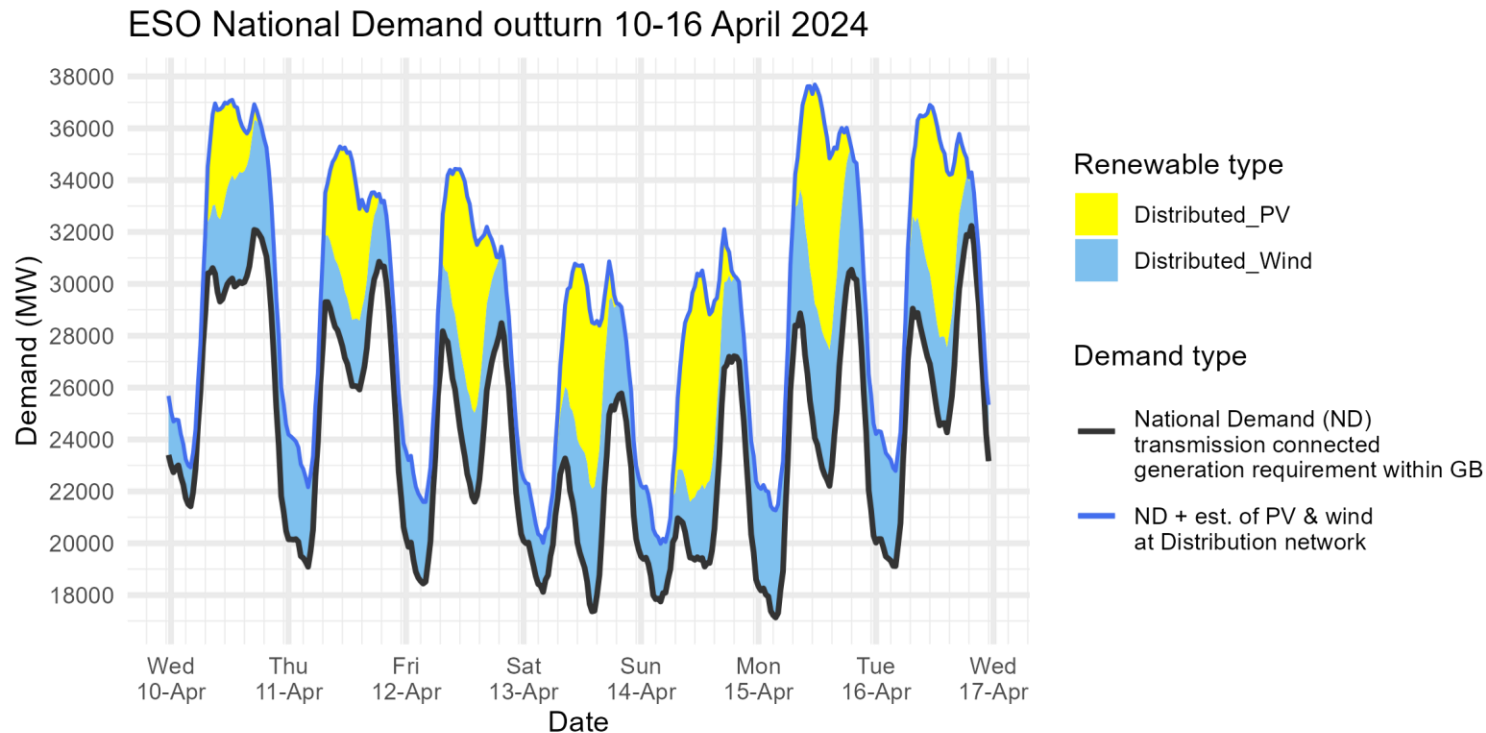


[ESO Market Strategy email:](#)

- Please get in touch with any queries on our case for change material presented so far
- Share your ideas for dispatch reform options to address the identified issues

box.Market.Strategy@nationalgrideso.com

Demand | Last week demand out-turn



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

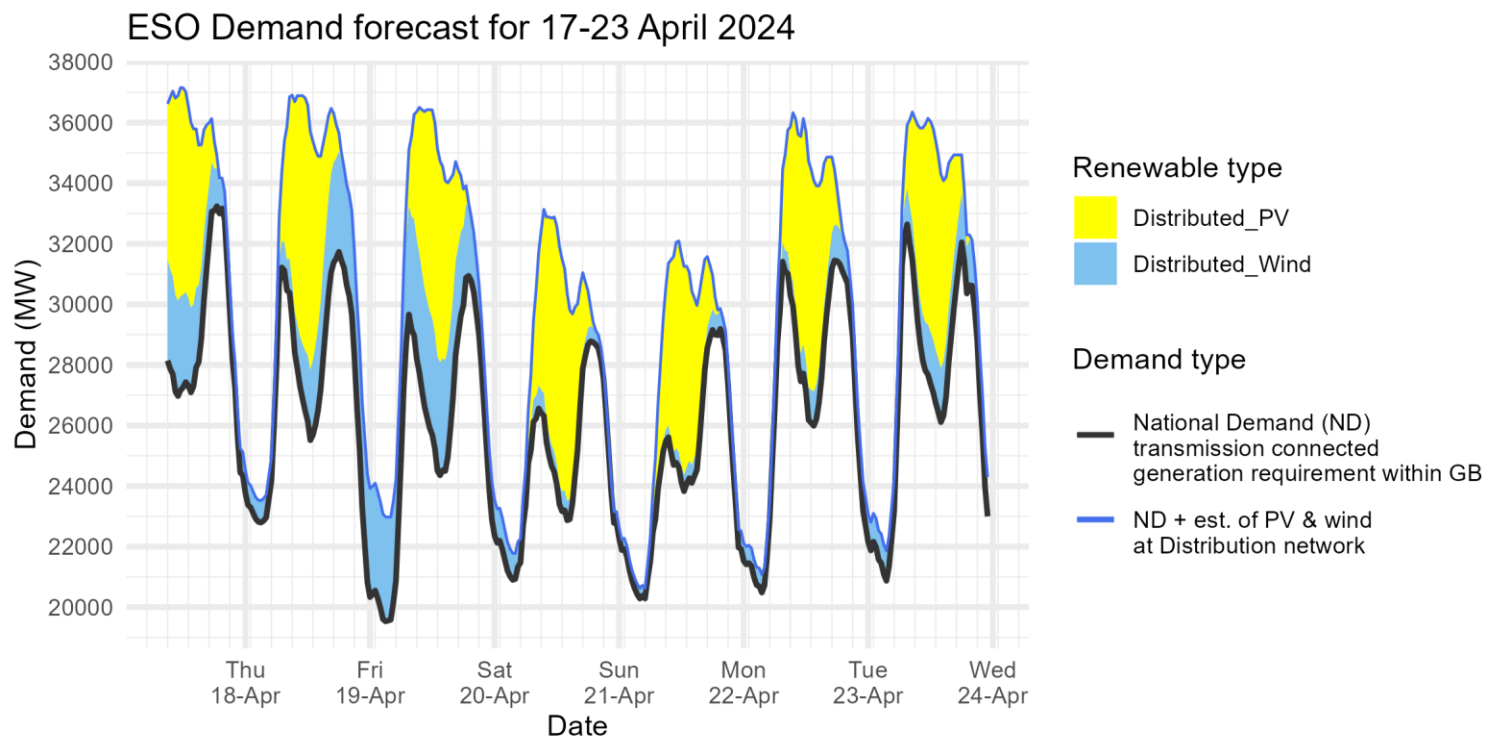
ND values **do not include** export on interconnectors or pumping or station load

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](#)

Date	Forecasting Point	FORECAST (Wed 10 Apr)			OUTTURN		
		National Demand (GW)	Dist. wind (GW)	Dist. PV (GW)	National Demand (GW)	Dist. wind (GW)	Dist. PV (GW)
10 Apr	Afternoon Min	29.2	4.2	2.4	29.9	4.1	2.8
11 Apr	Overnight Min	18.7	3.5	0.0	19.1	3.1	0.0
11 Apr	Afternoon Min	25.4	2.5	6.2	25.9	2.7	4.3
12 Apr	Overnight Min	18.9	3.0	0.0	18.4	3.1	0.0
12 Apr	Afternoon Min	21.7	3.9	6.9	21.6	3.4	6.8
13 Apr	Overnight Min	17.2	3.4	0.0	18.1	1.9	0.0
13 Apr	Afternoon Min	17.7	5.0	6.3	17.4	4.7	6.4
14 Apr	Overnight Min	16.4	3.6	0.0	17.8	2.2	0.0
14 Apr	Afternoon Min	19.9	4.4	6.3	19.1	3.0	7.9
15 Apr	Overnight Min	18.1	3.4	0.0	17.1	4.1	0.0
15 Apr	Afternoon Min	24.9	4.2	6.6	22.2	5.2	7.4
16 Apr	Overnight Min	20.7	2.1	0.0	19.1	3.7	0.0
16 Apr	Afternoon Min	26.5	2.7	6.5	24.3	3.3	6.8

Demand | Week Ahead



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

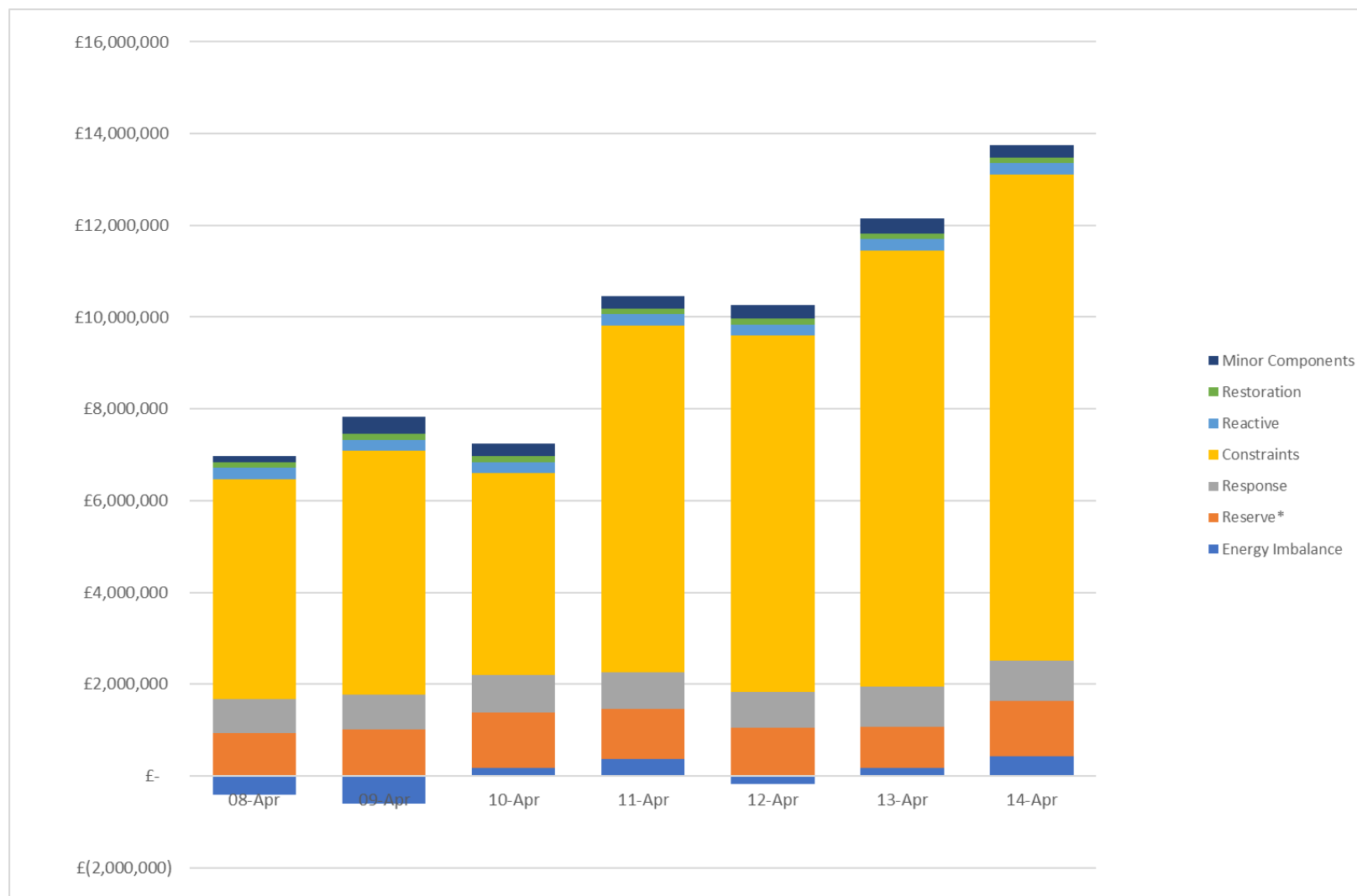
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Historic out-turn data can be found on the [ESO Data Portal](#) in the following data sets: [Historic Demand Data](#) & [Demand Data Update](#)

Date	Forecasting Point	FORECAST (Wed 17 Apr)		
		National Demand (GW)	Dist. wind (GW)	Dist. PV (GW)
17 Apr 2024	Afternoon Min	27.1	2.8	6.1
18 Apr 2024	Overnight Min	22.8	0.7	0.0
18 Apr 2024	Afternoon Min	25.5	2.3	7.9
19 Apr 2024	Overnight Min	19.5	3.5	0.0
19 Apr 2024	Afternoon Min	24.4	3.7	6.6
20 Apr 2024	Overnight Min	20.9	0.9	0.0
20 Apr 2024	Afternoon Min	22.9	0.7	6.8
21 Apr 2024	Overnight Min	20.3	0.3	0.0
21 Apr 2024	Afternoon Min	23.8	0.6	6.9
22 Apr 2024	Overnight Min	20.5	0.6	0.0
22 Apr 2024	Afternoon Min	26.0	1.1	7.0
23 Apr 2024	Overnight Min	20.9	1.0	0.0
23 Apr 2024	Afternoon Min	26.1	1.8	6.4

ESO Actions | Category costs breakdown for the last week



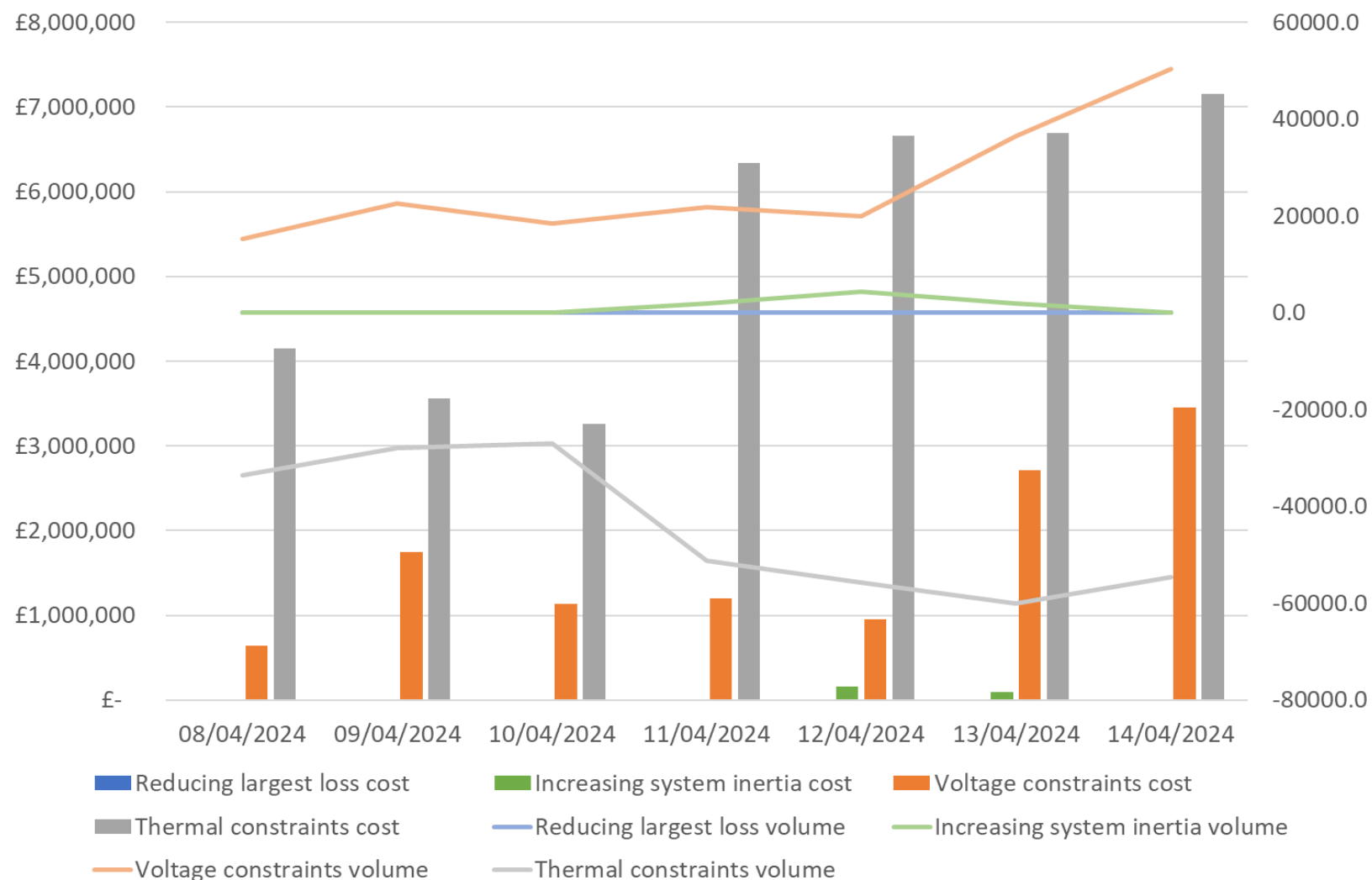
Date	Total (£m)
08/04/2024	6.5
09/04/2024	7.2
10/04/2024	7.2
11/04/2024	10.5
12/04/2024	10.1
13/04/2024	12.2
14/04/2024	13.7
Weekly Total	67.5
Previous Week	50.5

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 throughout the week, with most significant costs on Sun.

Voltage

Intervention was required to manage voltage levels throughout the week.

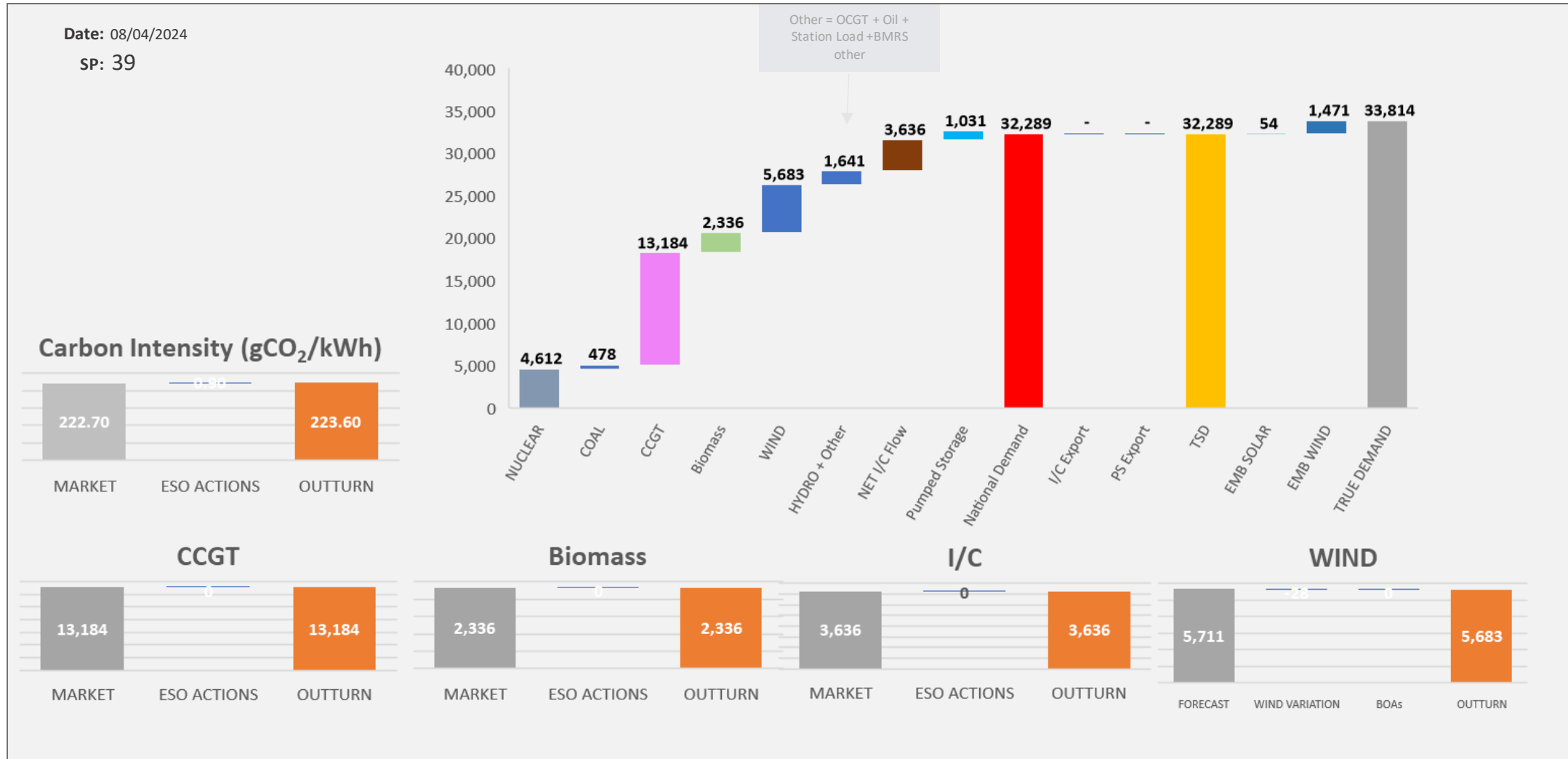
Managing largest loss for RoCoF

No intervention was required to manage largest loss.

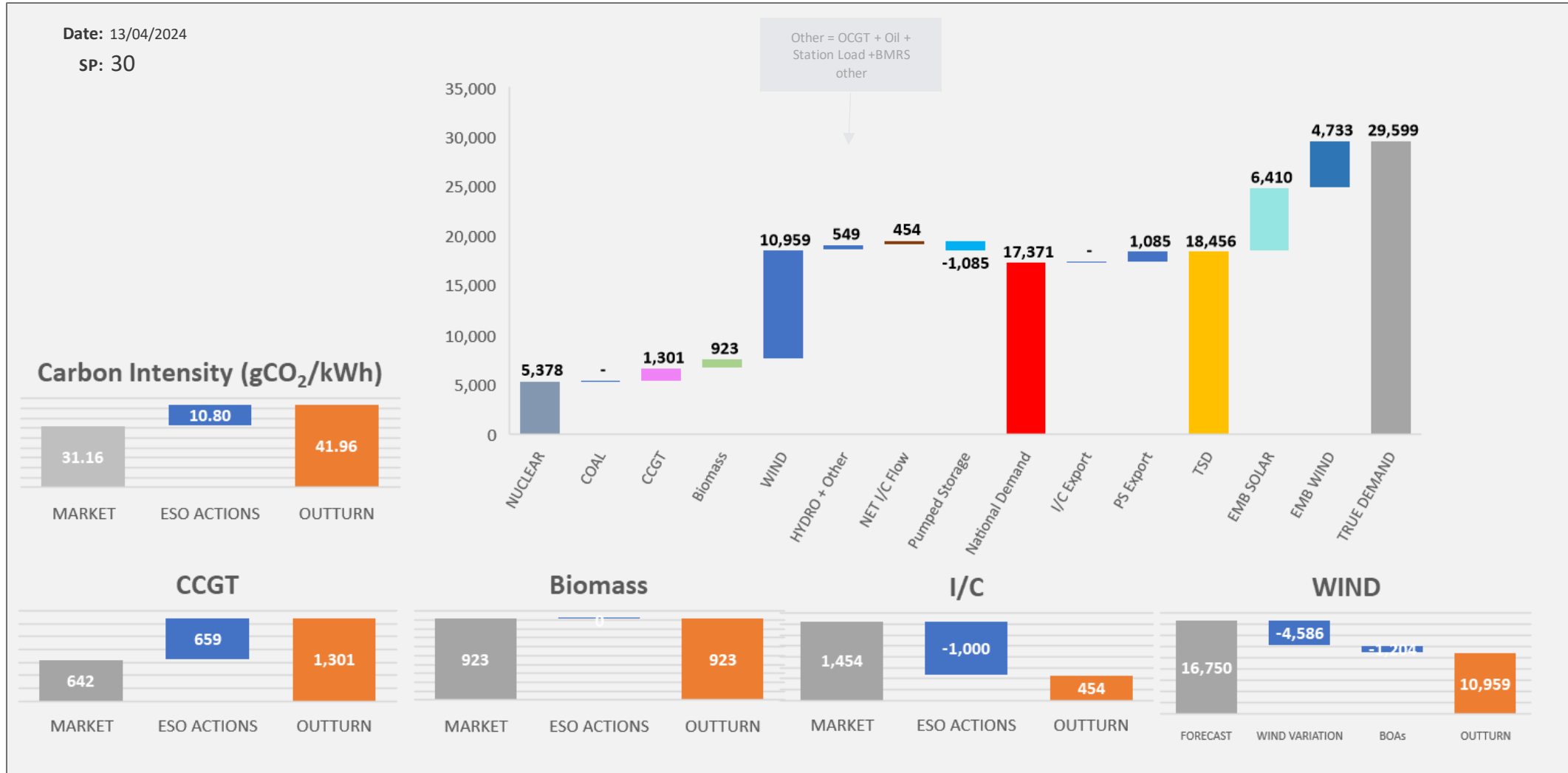
Increasing inertia

Intervention was required to manage System Inertia on Thu, Fri & Sat.

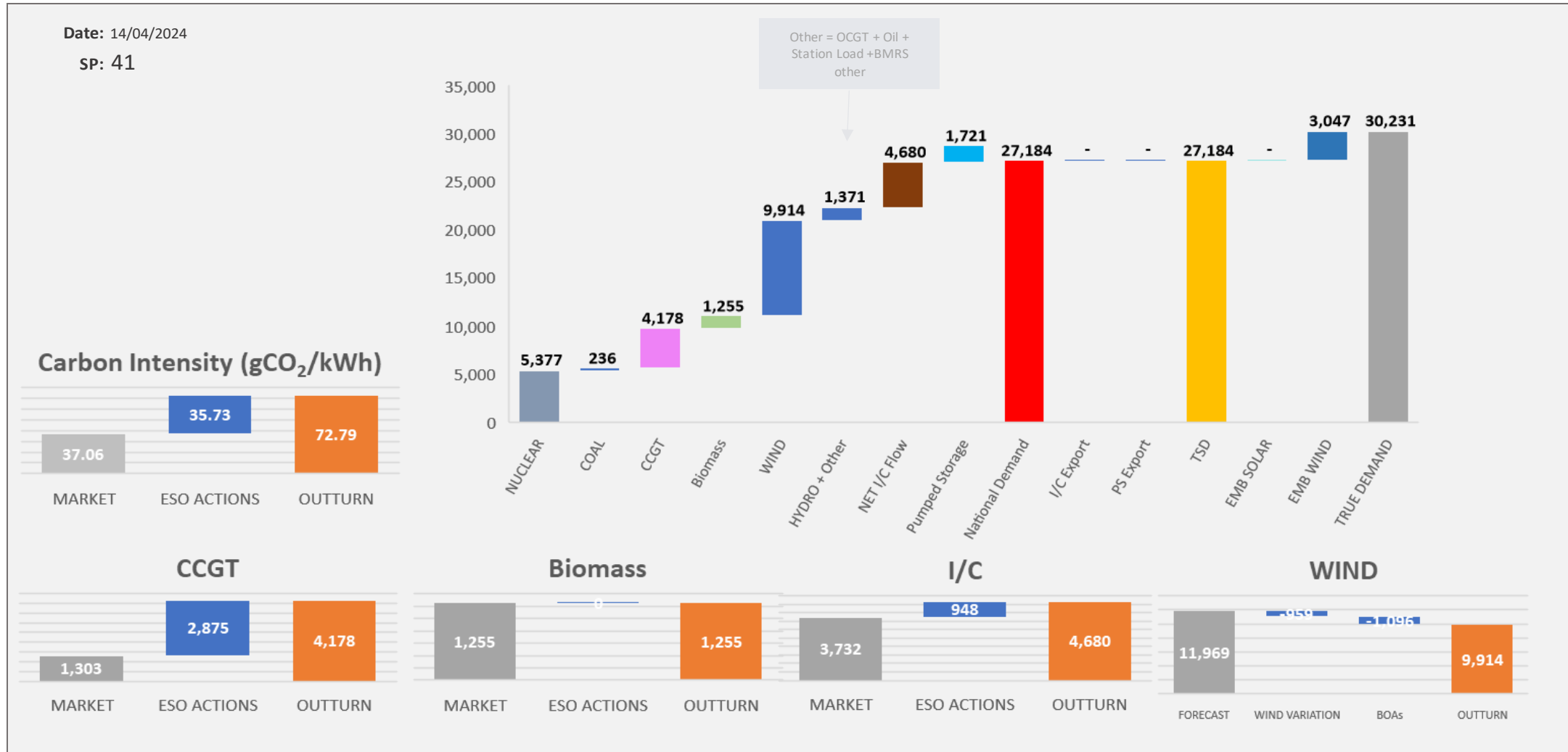
ESO Actions | Monday 8 April – Peak Demand – SP spend ~£38k



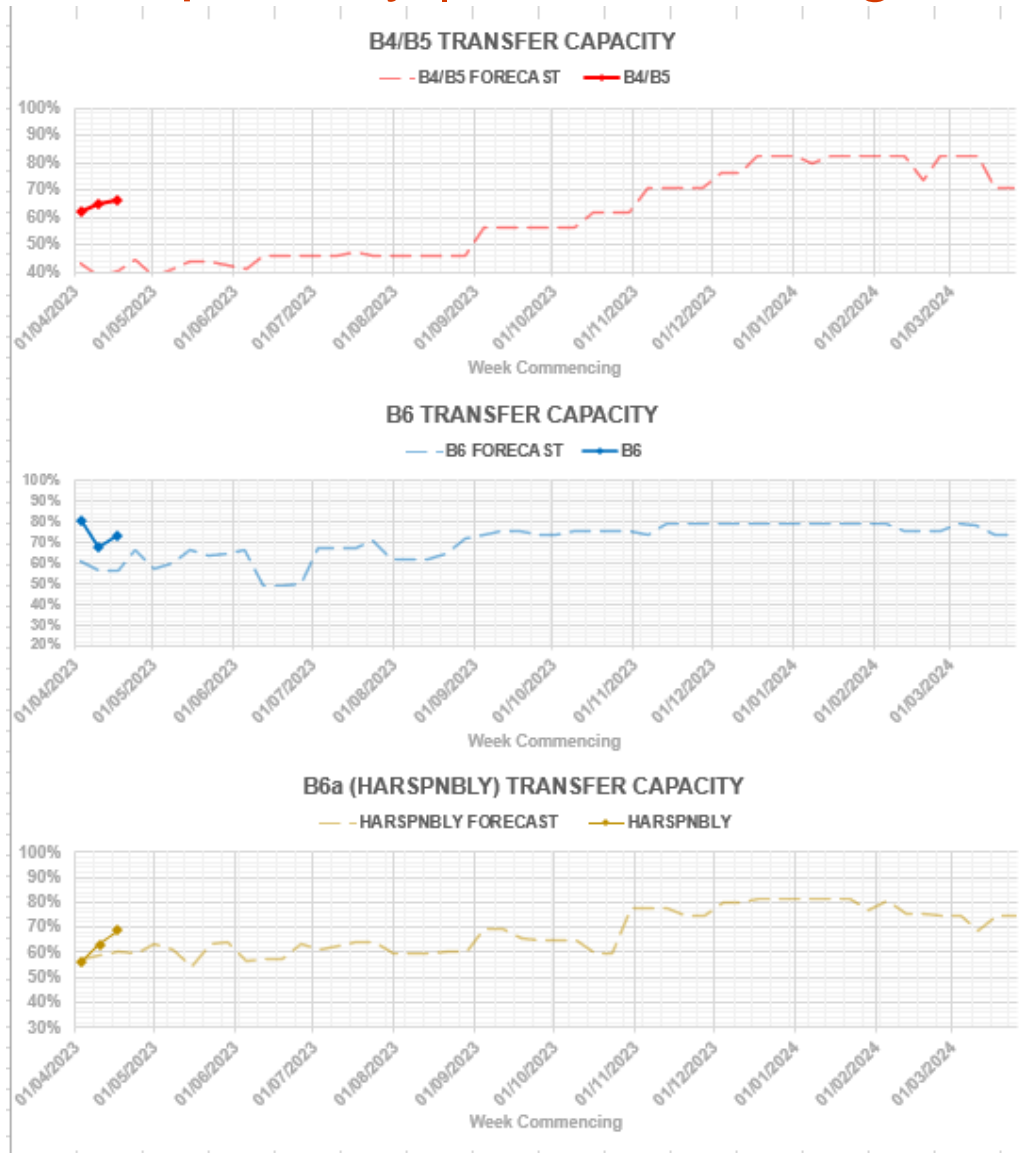
ESO Actions | Saturday 13 April – Minimum Demand – SP Spend ~£150k



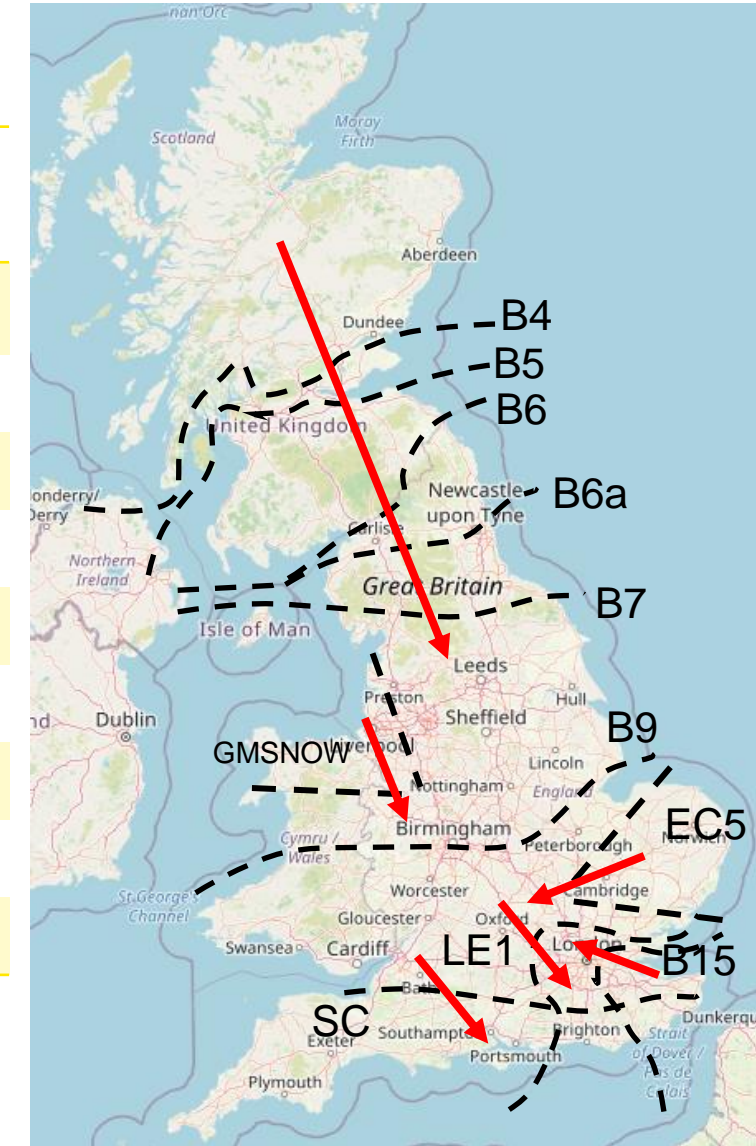
ESO Actions | Sunday 14 April – Highest SP Spend ~£345k



Transparency | Network Congestion



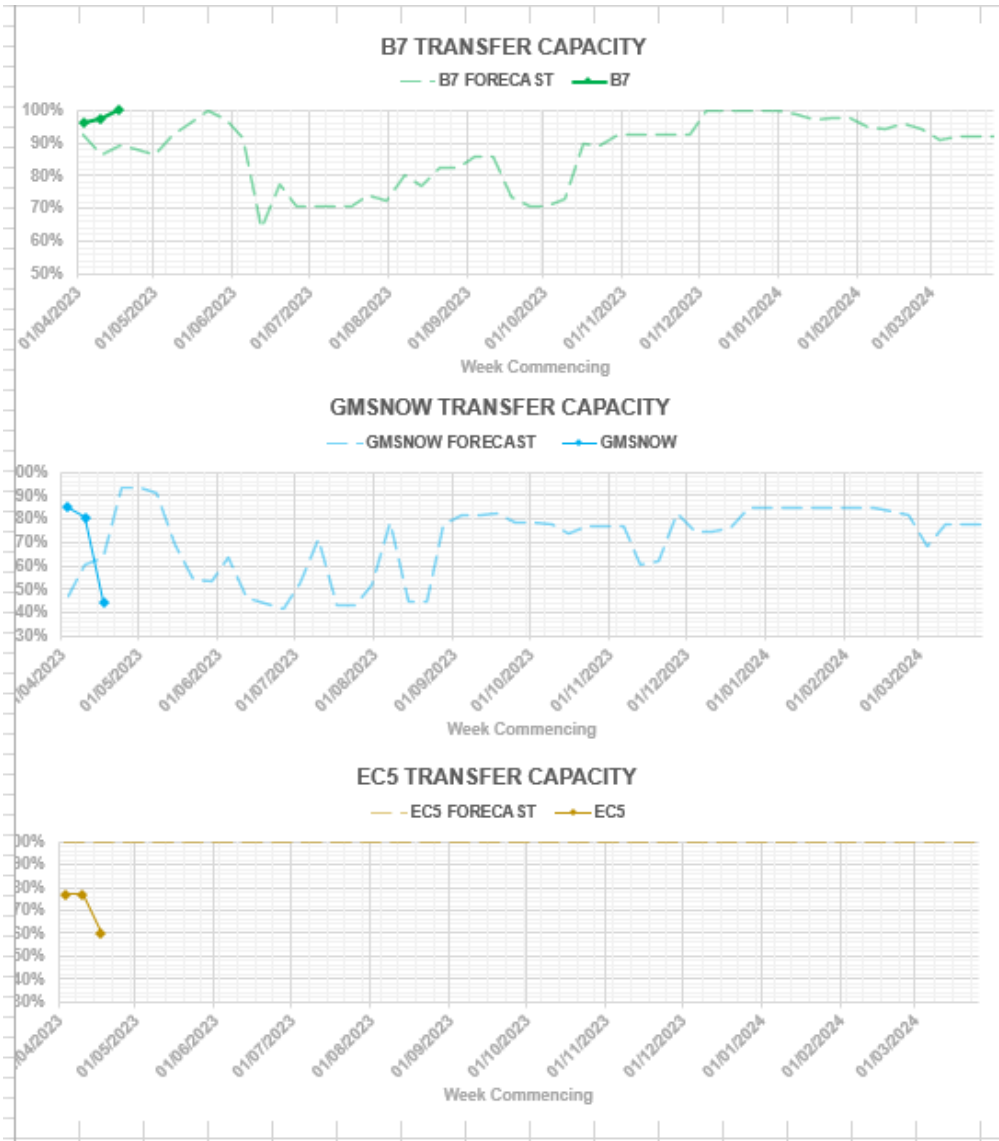
Boundary	Max. Capacity (MW)	Current Capacity (%)
B4/B5 (SSE-SP)	3400	66%
B6 (SCOTEX)	6800	73%
HARSPNBLY	8000	69%
B7 (SSHARN)	8325	100%
GMSNOW	4700	45%
EC5	5000	60%
LE1 (SEIMP)	8500	66%
B15 (ESTEX)	7500	85%
SC	7300	69%



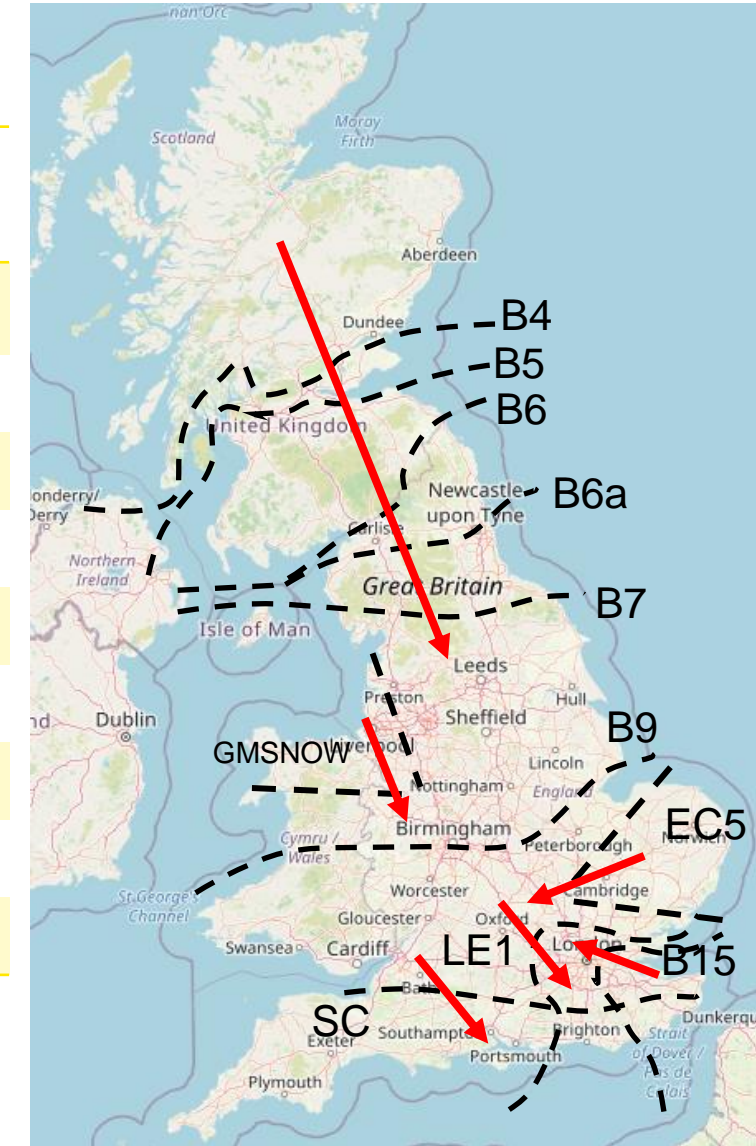
Day ahead flows and limits, and the 24-month constraint limit forecast are published on the ESO Data Portal:

[Constraints Management](#)

Transparency | Network Congestion



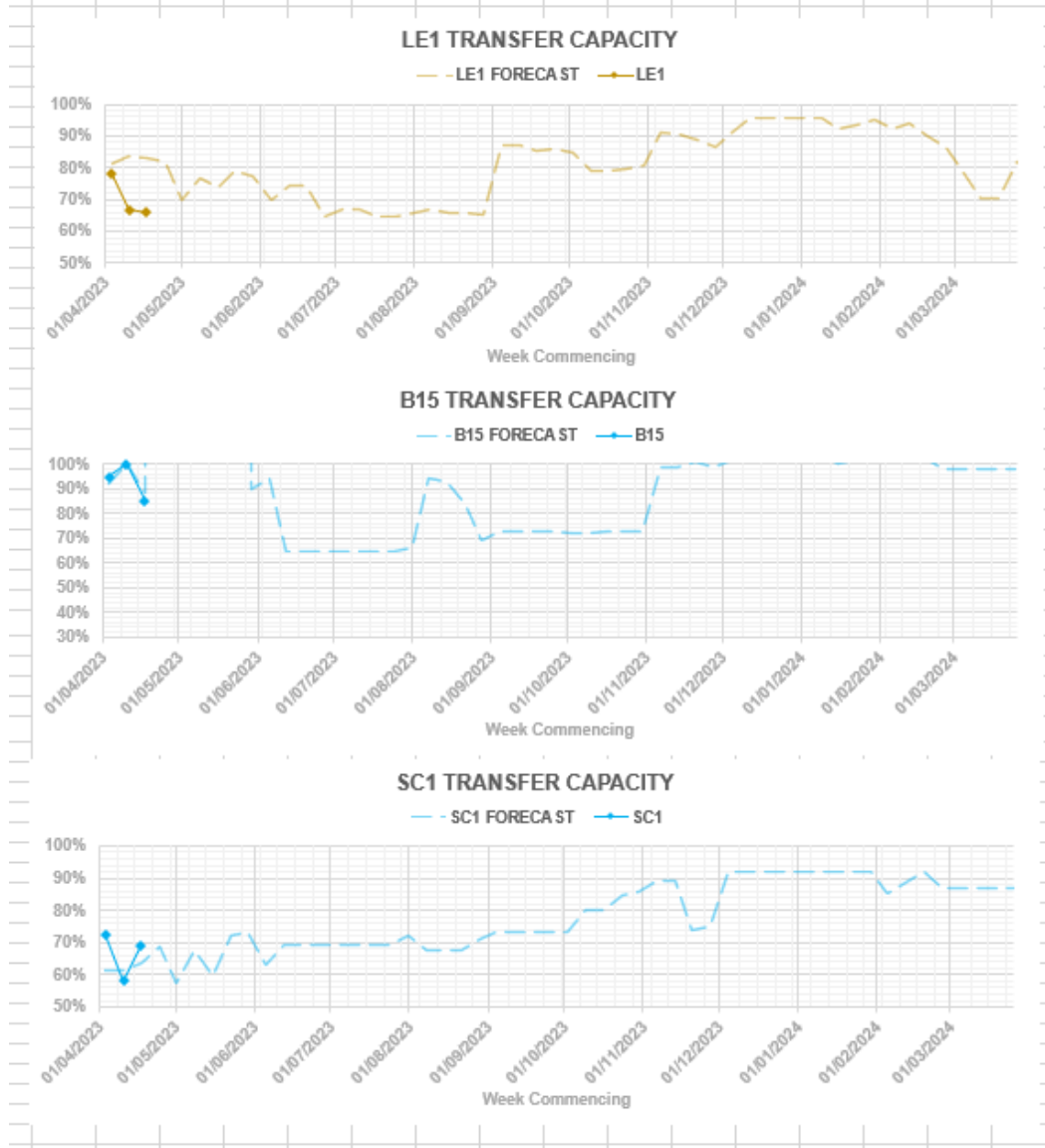
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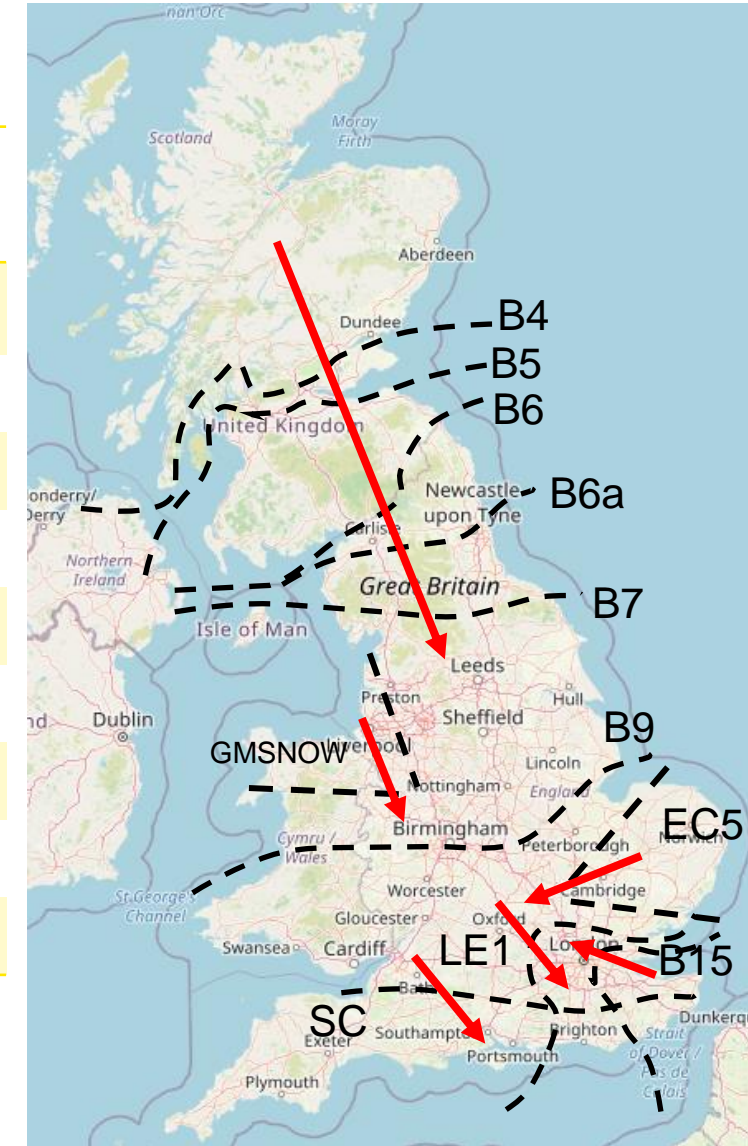
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Transparency | Network Congestion



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SC	7300	69%



Day ahead flows and limits, and the 24-month constraint limit forecast are published on the ESO Data Portal: [Constraints Management](#)

Previously asked questions

Q: Per CMIS arming data published February, wanted to understand, why the grid have continued to arm so much more expensive assets over many other cheaper alternatives (e.g. Dorenell, Fallago or Corrie). Would be helpful to know the factors which are driving the decisions to arm out of merit order?

A: Thank you for the question. When arming specific BMUS we take into account many factors. One of these is the configuration of the system which may dictate the overall effectiveness of a specific unit to help resolve a specific system issue.

We value the service by dividing the arming cost by the total number of MW to be tripped to give the effective arming cost. In the files on the data portal, it may appear as though we are arming out of cost merit – as the listed arming fees are in a £/settlement Period basis so do not account for the MW that are being armed – however it is not the case.

Another factor is the reliability of the communications links to certain providers to ensure that should there be a fault, the trip signal from the tripping scheme will reach the generator in time i.e. <150ms.

If units are providing other services such as voltage support or frequency services, for which they are paid, this may also effect the relative value of an alternative individual service.

CMIS – Constraint Management Intertrip Service

Q: Are these large of loss associated with transmission fault and related to FRT event?

A: No, these losses were not associated with GB transmission faults and therefore we do not believe they are related to a Fault Ride Through event.

Previously asked questions

Q: Would you be able to advise when and where the recording of the storage de-rating webinar will be available?

A: The recording of the presentation section was shared last week [here](#), along with [slides](#).

The recording of the DESNZ presentation and Q&A will be shared on the [EMR Portal - Home \(emrdeliverybody.com\)](https://emrdeliverybody.com) within 1 week of the webinar.

Q: What is the minimum MEL a BESS can submit with the 30-min rule?

A: As detailed in our EDT/EDL Submissions Guidance – V2, we require BESS units to sustain their declared MEL/MIL for at least 30 mins, based on their available energy and considering ramping rates. Our systems can currently issue BOA's for a minimum of 1MW. For more information please click on this link:

<https://www.nationalgrideso.com/document/300231/download>

Q: Re: Dispatch case for change, what about attendee types that don't have meaningful trade associations, e.g. traders?

A: We plan to publish our report on the 'Case for Change' in the next few weeks at which point we will also run a public webinar to discuss our observations with industry. We will be gathering feedback from all interested industry members at that event and will continue to engage with industry through the spring. If you would like to speak further please contact us at box.Market.Strategy@nationalgrideso.com

Previously asked questions

Q: According to data on the ESO Data Portal, outturn inertia dropped to 112 GVA.s on 5th April. Was this intentional?

A: The system inertia data on the portal is not a measured value. It is an estimate based on a number of assumptions.

For each settlement period, the inertia is estimated by finding all the generators on the system which are contributing MW and then estimating the GVAs provided each unit. These values are then summed and added to an assumed inertia contribution from the demand.

It does not currently include any contribution from the stability pathfinder units and therefore could show values below the inertia limit. We will be updating this dataset in the next few weeks to make sure it includes the contribution of these units.

Q: Under REMA - DESNZ says you are reviewing the BM - central vs self despatch - and the interconnector regime. How are you doing this - plan?

A: Thank you for the question. ESO is not leading assessment of potential changes to interconnector regimes in REMA.

Previously asked questions

Q: It is not transparent to not tell us the interconnectors tripping. These are assets we all support via cap and floor. Those trading them know, so why don't you help add transparency to the rest of us?

A: Interconnectors like other market participants are responsible for indicating an unavailability to the market through REMIT urgent market messages but in this forum we do not specifically comment on any individual assets. Last week's deep dive was delivering important messages around managing operational challenges associated with events. The salient point was in the learning derived from the experience of managing multiple large losses not the individual causes of those losses. Please see the next question for added transparency on interconnectors.

Q: As per Dan's answer a moment ago - the ESO used to publish the largest indeed loss incidents (asset / date / time / MW) by individual units - based on energy data task force recommendation, there is no justification provided as to why this data is no transparent to stakeholders - plus REMIT applies

A: We are satisfied that we meet all our reporting requirements associated with data and are transparent in the timescales required. As an example of this we are pleased to point to the following website where all the interconnector real time data flows are available [Extranet \(nationalgrid.com\)](https://www.nationalgrid.com/extranet)

We are open to and readily accept specific challenge if others believe we are not reporting correctly.

We currently quite purposefully do not discuss individual units during the OTF. We think there is greater learning to be achieved via an open approach and collaborative approach and prefer to address any concerns / issues separately in bilateral conversations.

Previously asked questions

Q: This is not about REMIT, this about explaining system events. Looking back in a historic manner is about learning. Please reconsider this position

A: Thank you for your clarification, we have included a response to this in our previous answer.

Q: On Friday we saw lots of battery imports getting Offered off in the BM in the early afternoon. Was there any specific reason for this?

A: No specific reason however I'll offer this instance as a good example that demonstrates we are using batteries as part of our BAU processes as you'd expect where they are economical to do so. In this instance we required offer volume and batteries were the most economic solution.

Advance questions

Q: The East-West Interconnector spent 72 hours without submitting a PN on the 12th/13th/14th of April. Moyle IC PN submissions continue to be erratic. This is a long continuing problem which seemingly continues to get worse. The lack of communication and action on this issue is highly concerning (ie the impression is that the ESO doesn't actually care).

What actions have been taken to resolve this issue?

A: ESO is continuing to investigate the issues with the parties involved to uncover the route of the issue. If you would like to send us specific instances with times and dates, please send them to box.NC.Customer@nationalgrideso.com

Q: The Viking Interconnector tripped early Tuesday morning and put a REMIT out to say it was unavailable until 11pm 16/04/24. This was updated to return at 2pm on Tuesday at 12:30pm. Between the initial REMIT notification and the revision there continued to be within day trades executed across the interconnector according to ENTSOE data, surely this shouldn't be taking place given the Viking Link was unavailable? For example 12:00 – 13:00 switched from 200MW exports to Denmark to 275MW imports to the UK. Yet flows remained at zero from 05:00 – 13:30 on Tuesday. Am i missing anything silly?

Submitted at 4pm Tuesday

Outstanding questions

Q: We observed that units were dispatched in small volumes and out of merit this morning in the Balancing Mechanism. Is there a specific reason?

Please can you provide some specific examples for us to investigate to: 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.
- **The OTF is not the place to challenge the actions of individual parties** (other than the ESO) and we will not comment on these challenges. This type of concern can be reported to the Market Monitoring team at: marketreporting@nationalgrideso.com
- **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.
- **Slido 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

Publicly available

Appendix

Participation in the Operational Transparency Forum

Thank you to everyone who participates in the OTF, whether you join weekly, monthly, on specific occasions or follow up with the webinar recordings and published slides. We hear from participant feedback and our ESO colleagues that all of us value the opportunity to share information, ask questions and share the answers.

One of the reasons this format works so well is the professional courtesy we see demonstrated every week.

However, in recent weeks there have been some Slido questions and comments in the Q&A session directed at specific market participants suggesting their actions are not appropriate. This is concerning because:

- The statements are being made in a public forum without the opportunity to reply
- The negative comments may impact these businesses directly, or indirectly e.g.: through social media, etc.
- The individuals asking questions could not be traced using the details provided in Slido

The OTF is not the place to challenge the actions of individual parties (other than the ESO) and we will not comment on these challenges. This type of concern can be reported to the Market Monitoring team at:

marketreporting@nationalgrideso.com

Remember, if you have reasons to remain anonymous to the wider forum, or have concerns your question may not be one to ask in public, you can use the advance questions or email options.

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 Slido 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