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ESO Operational Transparency Forum

17 July 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

No Deep Dives Today

Future

Pathfinders – 24th July

Fault Ride Through – 31st July

Mandatory services – TBC

Balancing Reserve – 14th Aug

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

Whistleblower Guidance – Ofgem

The theme of whistleblowing has come up in recent OTF Q&A sessions, and as a result we are providing some information and signposts for industry colleagues.

- Whistleblowing can sometimes be done within an organisation if such procedures are in place, however, some whistleblowers may not be comfortable doing this.
- Should someone in the energy industry wish to whistleblow externally there are prescribed bodies that they can use [Whistleblowing: list of prescribed people and bodies - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/whistleblowing-list-of-prescribed-people-and-bodies).
- Ofgem is the prescribed body for anything regarding:
 - the generation, transmission, distribution, and supply of electricity,
 - the transportation, shipping, and supply of gas through pipes,
 - smart meter communication service and ancillary activities,
 - the renewable generation of heat or;
 - any other activities in relation to Ofgem's functions.
- Further details and guidance can be found on the Ofgem website. Please visit [Whistleblowing for energy sector employees | Ofgem](#) and [Guidance on Whistleblowing to Ofgem | Ofgem](#).
- If whistleblowers want to discuss anything before making a disclosure, Ofgem's guidance provides details of Protect, who offer free, independent legal advice.

Market Monitoring

If there are any concerns about ESO behaviour or market participant behaviour, individuals can confidentially contact our Market Monitoring team on marketreporting@nationalgrideso.com, and they will investigate it against the principles of REMIT or other relevant licences and codes using all of the data that ESO has available.

They commit to investigate every case reported confidentially inclusive of any reports regarding ESO behaviour and have internal ringfencing of report details and status of an investigation from the wider business.

The status of an investigation under REMIT is considered protected information so we will not provide you with clarity on if what you have shared is a potential breach and therefore reported to OFGEM but we will as far as possible outline the market rules we intend to test and general principles for this type of incident.

Scheduling & Dispatch Options Webinar July 17th 1pm-4.30pm

Since our previous engagement on 21 May 2024 on the 'Case for Change' to Scheduling & Dispatch, we have been working with DESNZ and Ofgem as part of the Review of Electricity Market Arrangements (REMA) programme to develop options for reforming dispatch arrangements.

Please join us for a webinar on Wednesday 17 July 2024 between 1pm and 4:30pm, where we will share more detail about the process for establishing these different dispatch options and outline the models for discussion.

During the webinar, we will be hosting virtual breakout sessions on each of the key dispatch models we have identified where we would really appreciate your feedback. We will also hold a Q&A session at the end of the presentation for any questions that you may have.

To keep number of breakout groups manageable by the team, we would sincerely appreciate if we could keep registrations to one person per organisation.

[Register here](#)

If you have any questions, please contact us at: box.Market.Strategy@nationalgrideso.com



Annual Voltage Control Tests - Notification



- Yearly testing of voltage control will occur over the next few weeks.
- The tests are carried out to validate the volume of demand reduction we could expect and assure the operational process.
- This involves the DNOs reducing their voltage in one or two stages.
- Each voltage reduction stage will be between 2 and 4 percent, which is expected to deliver around 1.5 percent demand reduction;
- Testing will occur during the month of July, with groups of DNOs being instructed to reduce voltage on the dates indicated.
- Additional notifications will go out on BMRS on the day of testing
- Customers may potentially notice a change in their electricity supply, e.g. dimming of lights but they should be otherwise unaffected during these tests.

DNO	Test Date (2024)	Testing happening	Status
Scottish Power Distribution (SPD)	9 th July	Stage 1 & 2	Complete
SP Manweb plc	9 th July	Stage 1 & 2	Complete
Eastern Power Networks plc (UKPN)	11 th July	Stage 1	Complete
London Power Networks plc (UKPN)	11 th July	Stage 1	Complete
South Eastern Power Networks plc (UKPN)	11 th July	Stage 1	Complete
National Grid Electricity Distribution (South Wales) plc	16 th July	Stage 1 & 2	Complete
National Grid Electricity Distribution (South West) plc	16 th July	Stage 1 & 2	Complete
National Grid Electricity Distribution (West Midlands) plc	16 th July	Stage 1 & 2	Complete
National Grid Electricity Distribution (East Midlands) plc	16 th July	Stage 1 & 2	Complete
Northern Powergrid (Northeast) Limited (NPG)	30 th July	Stage 1 & 2	
Northern Powergrid (Yorkshire) plc (NPG)	30 th July	Stage 1 & 2	
Scottish Hydro Electric Power Distribution plc	30 th July	Stage 1 & 2	
Electricity North West Limited (ENW)	31 st July	Stage 1	
Southern Electric Power Distribution plc (SSE)	31 st July	Stage 1 & 2	

Enhancing Energy Storage in the BM

We have had to take the difficult decision to cancel the webinar planned for **24 July**.

We will issue a new date for the webinar as soon as possible. We will provide regular further updates at the OTF.

This is due to a delay in the ESO receiving the independent report we had commissioned to be able to share with you.

Registrants to the webinar should have received an email from Craig Dyke, director of system operations, to notify them of this change.

We're committed to facilitating an ongoing positive engagement and dialogue with industry colleagues in this area. If you have any queries on battery storage, please contact our team via box.battery-storage-strategy@nationalgrideso.com.



Future Event Summary

Event	Date & Time	Link
Quick Reserve Phase 1 Consultation	27 th June – 29 th July 2024	More information here
Scheduling & Dispatch Options Webinar	17 th July 13:00-16:30	Click here to register

BSAD reporting of Moyle/EWIC CTPT Trades

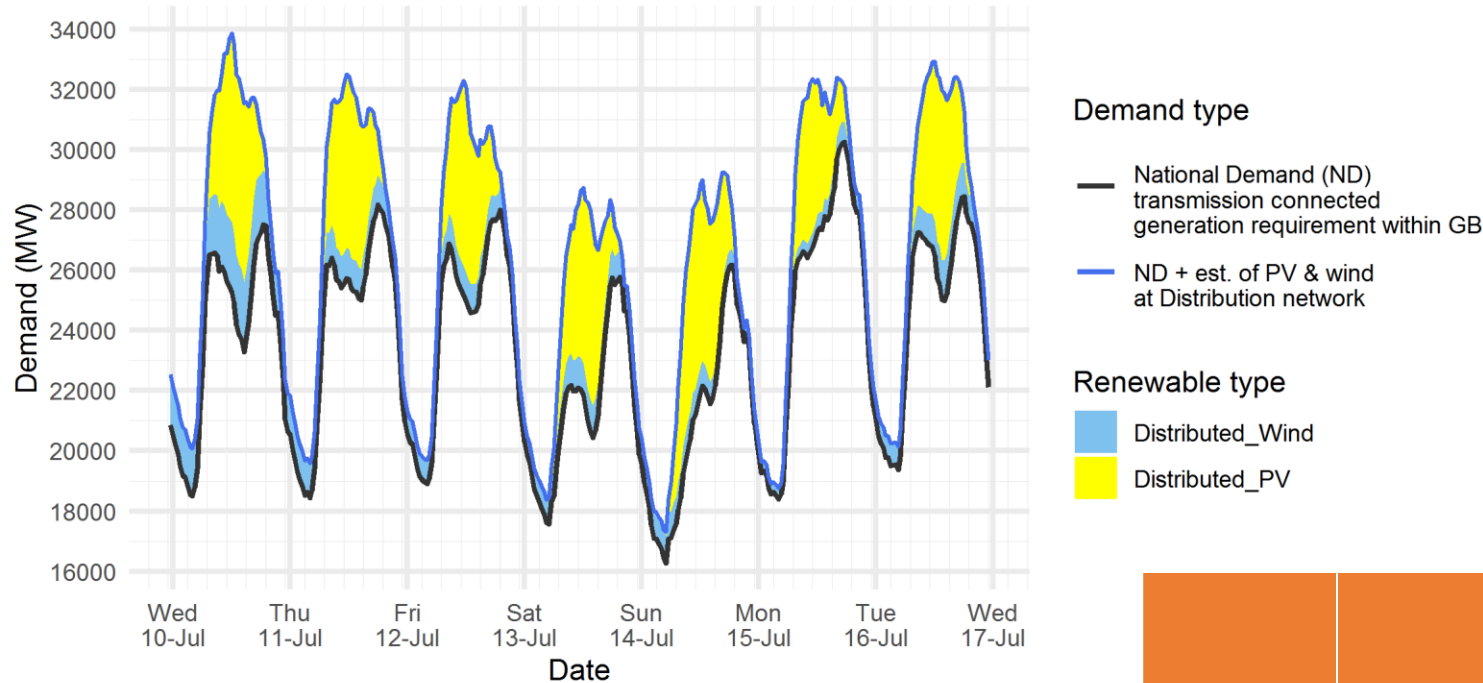
As per the BMRS message posted at 16:29 BST on 12th July 2024 (<https://bmrs.elexon.co.uk/events>):

- **ESO can confirm the BSAD data reporting Co-ordinated Third-Party Trades (CTPT) between ESO and SONI/EirGrid across the Moyle/EWIC interconnectors is incorrect;**
 - The volumes and £0 cost should be disregarded;
 - Any actions that would normally be taken by the market on seeing such reports should not be taken.
- ESO's post event teams have resubmitted the BSAD files to **remove the data** for all past occurrences (starting on 19/06/2024).
- Each working day, ESO teams will also be resubmitting the BSAD files to **remove the data** for the previous day(s).
- The real-time BSAD report is created automatically by ESO's IT systems and a change to these systems is being scoped to ensure the real-time BSAD reporting **does not contain** these trades. The date of this fix will be communicated in due course.
- *For information and as referenced in the OTF on 8th March 2023, CTPT a service between ESO and the Irish System Operators (SOs). Whilst this is a SO-SO service where the Irish SO requests a change of flow on a specific GB-IE interconnector and ESO accepts or rejects the request, the change of flow is achieved through a 3rd party trading on the interconnector on behalf of the Irish SO. As the trading is carried out by the 3rd party pre-gate-closure, any rebalancing actions required in GB are achieved through renominations by the market party with whom the 3rd party traded. Therefore, there is no remuneration cost for ESO*

Warning date	Warning type	Message text
12/07/24, 16:29	Other	<p>From : Power System Manager - National Grid Electricity Control Centre NATIONAL GRID</p> <p>NOTIFICATION Nature of Notification ESO wishes to make the market aware of an error in the BSAD file being reported via Elexon. Any data entries from the PARTY IDs of SONI or EirGrid on the ASSET IDs of Moyle or EWIC with a £0 cost should be disregarded. The volumes of these entries are being incorrectly reported and will be corrected as soon as possible post-event, as will the calculated cashout price. This will be corrected for all instances of this error. ESO is working to correct this error in the real-time reporting as soon as possible.</p> <p>Notification Issued at 17:30 hrs on 12/07/2024 Issued by Peter Chandler National Grid Electricity Control Centre. Show less</p>

Demand | Last week demand out-turn

ESO National Demand outturn 10-16 July 2024



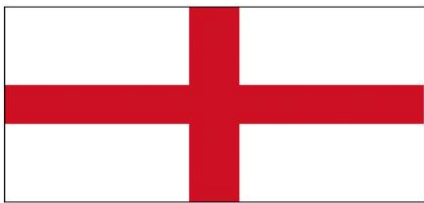
The black line (National Demand ND) is the measure of portion of total GB customer demand that is supplied by the transmission network.

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

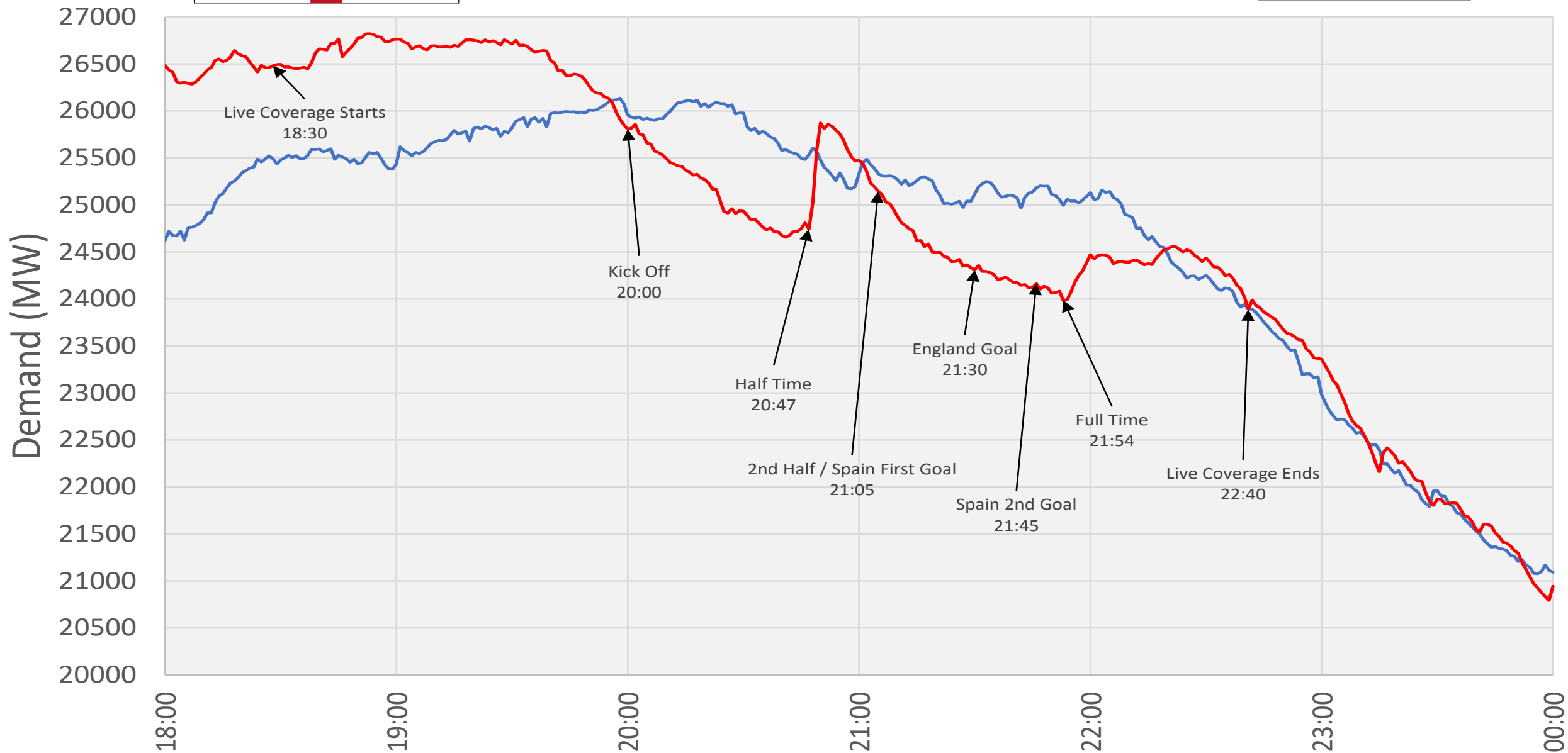
Blue line serves as a proxy for total GB customer demand. It includes demand supplied by the distributed wind and solar sources, but it does not include demand supplied by non-weather driven sources at the distributed network for which ESO has no real time data.

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

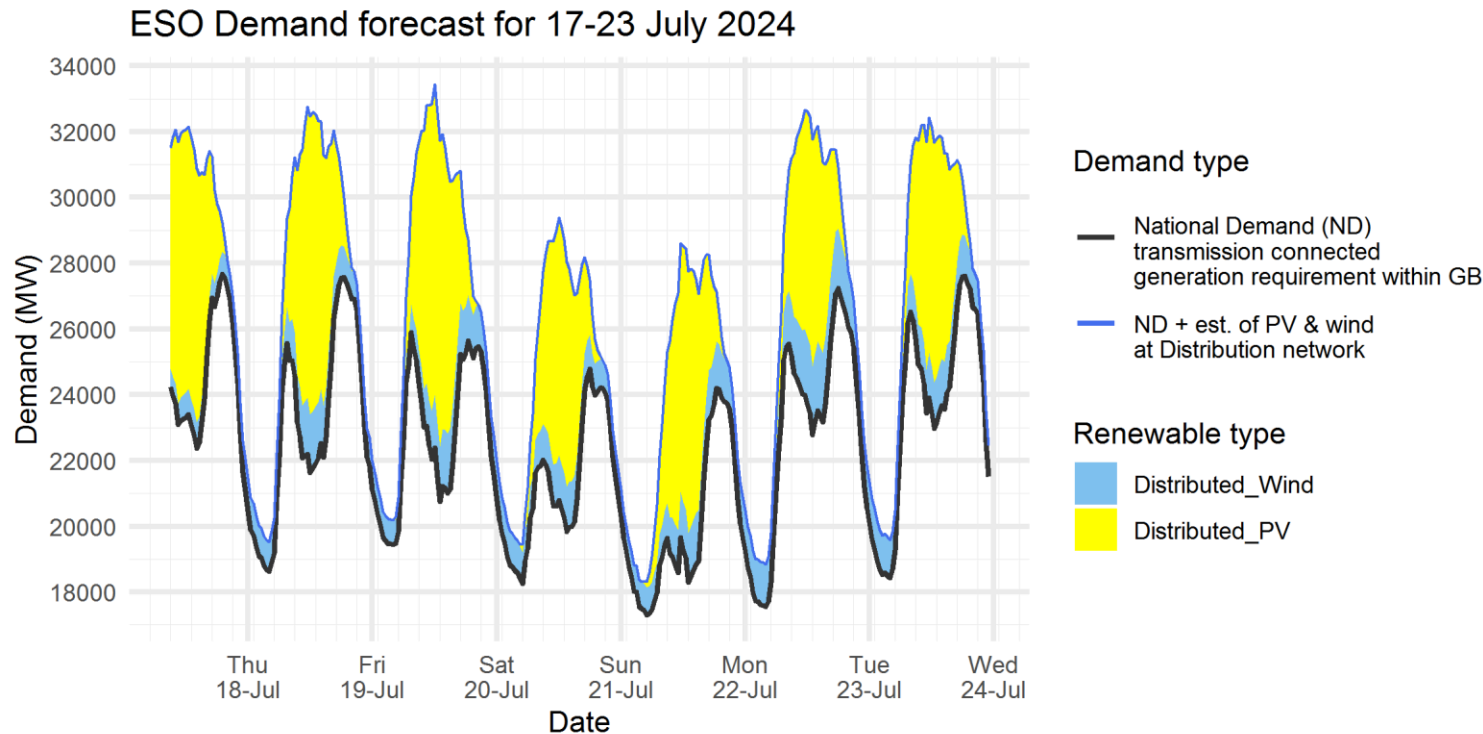
		FORECAST (Wed 10 Jul)			OUTTURN		
Date	Forecasting Point	National Demand (GW)	Dist. wind (GW)	Dist. PV (GW)	National Demand (GW)	Dist. wind (GW)	Dist. PV (GW)
10 Jul 2024	Afternoon Min	23.9	2.3	6.8	23.3	2.3	5.9
11 Jul 2024	Overnight Min	18.2	1.1	0.0	18.4	1.1	0.0
11 Jul 2024	Afternoon Min	25.3	1.1	6.2	25.0	1.1	4.8
12 Jul 2024	Overnight Min	18.4	1.0	0.0	18.9	0.8	0.0
12 Jul 2024	Afternoon Min	23.0	1.5	5.7	24.6	0.9	5.0
13 Jul 2024	Overnight Min	17.3	1.0	0.1	17.6	0.8	0.1
13 Jul 2024	Afternoon Min	20.0	1.3	5.4	20.4	1.1	5.9
14 Jul 2024	Overnight Min	16.6	0.6	0.3	16.3	0.9	0.1
14 Jul 2024	Afternoon Min	18.6	0.8	7.4	21.6	0.7	5.2
15 Jul 2024	Overnight Min	18.0	0.5	0.0	18.4	0.4	0.0
15 Jul 2024	Afternoon Min	23.7	0.9	6.3	27.3	0.6	3.6
16 Jul 2024	Overnight Min	18.7	0.7	0.0	19.4	0.8	0.0
16 Jul 2024	Afternoon Min	23.0	1.3	7.2	25.0	1.3	5.5



Euros 2024 Final
England V Spain
Sunday July 14th 2024 - 8pm



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.

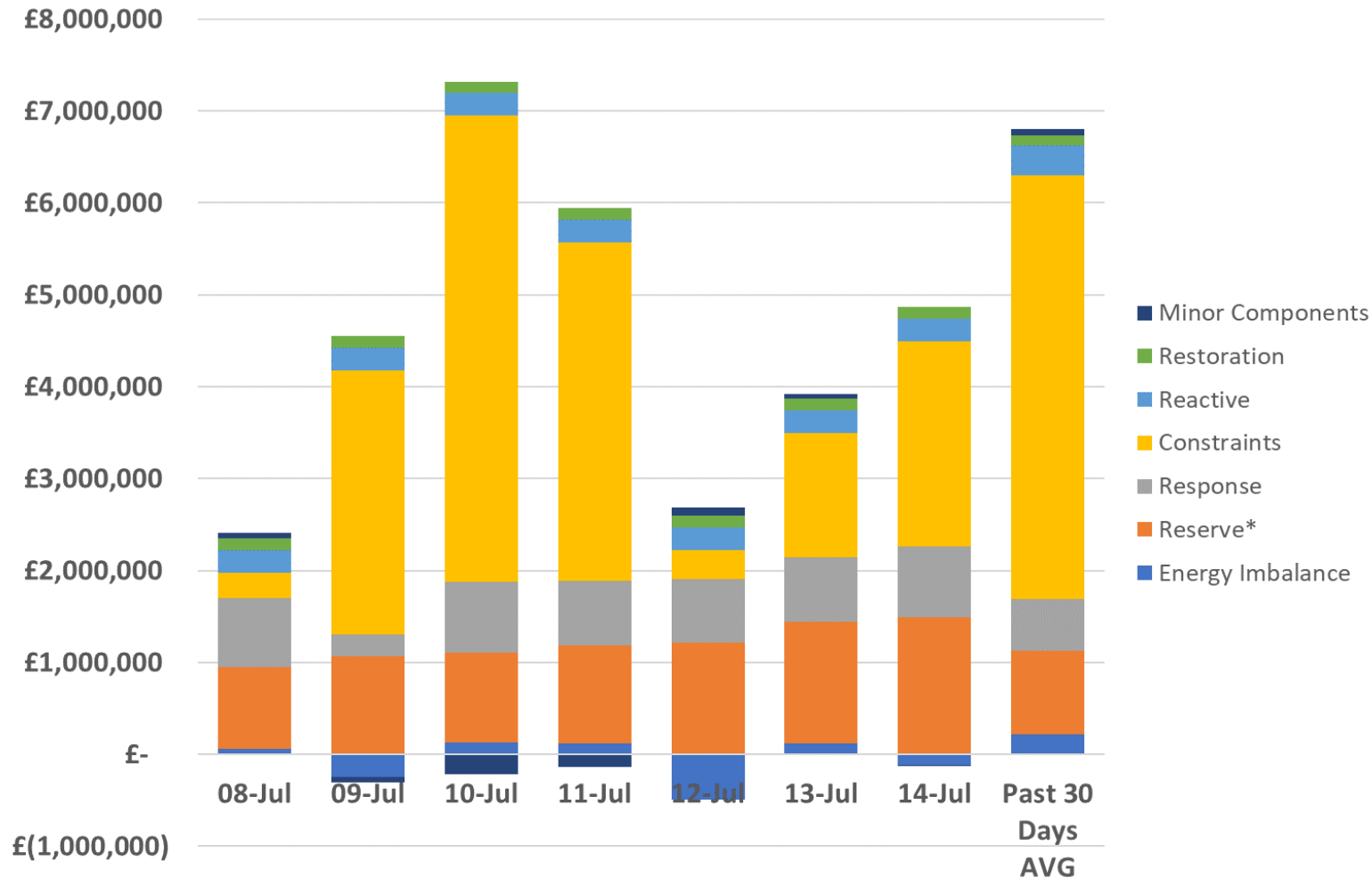
ND values do not include export on interconnectors or pumping or station load

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		FORECAST (Wed 17 Jul)		
Date	Forecasting Point	National Demand (GW)	Dist. wind (GW)	Dist. PV (GW)
17 Jul 2024	Afternoon Min	22.4	0.8	7.7
18 Jul 2024	Overnight Min	18.6	0.9	0.0
18 Jul 2024	Afternoon Min	21.8	1.8	9.1
19 Jul 2024	Overnight Min	19.4	0.7	0.0
19 Jul 2024	Afternoon Min	20.7	1.7	9.3
20 Jul 2024	Overnight Min	18.3	1.0	0.2
20 Jul 2024	Afternoon Min	19.8	1.4	6.8
21 Jul 2024	Overnight Min	17.3	0.8	0.2
21 Jul 2024	Afternoon Min	18.3	1.5	8.0
22 Jul 2024	Overnight Min	17.5	1.3	0.0
22 Jul 2024	Afternoon Min	22.8	2.1	6.9
23 Jul 2024	Overnight Min	18.4	1.1	0.0
23 Jul 2024	Afternoon Min	23.0	1.4	7.3

ESO Actions | Category costs breakdown for the last week



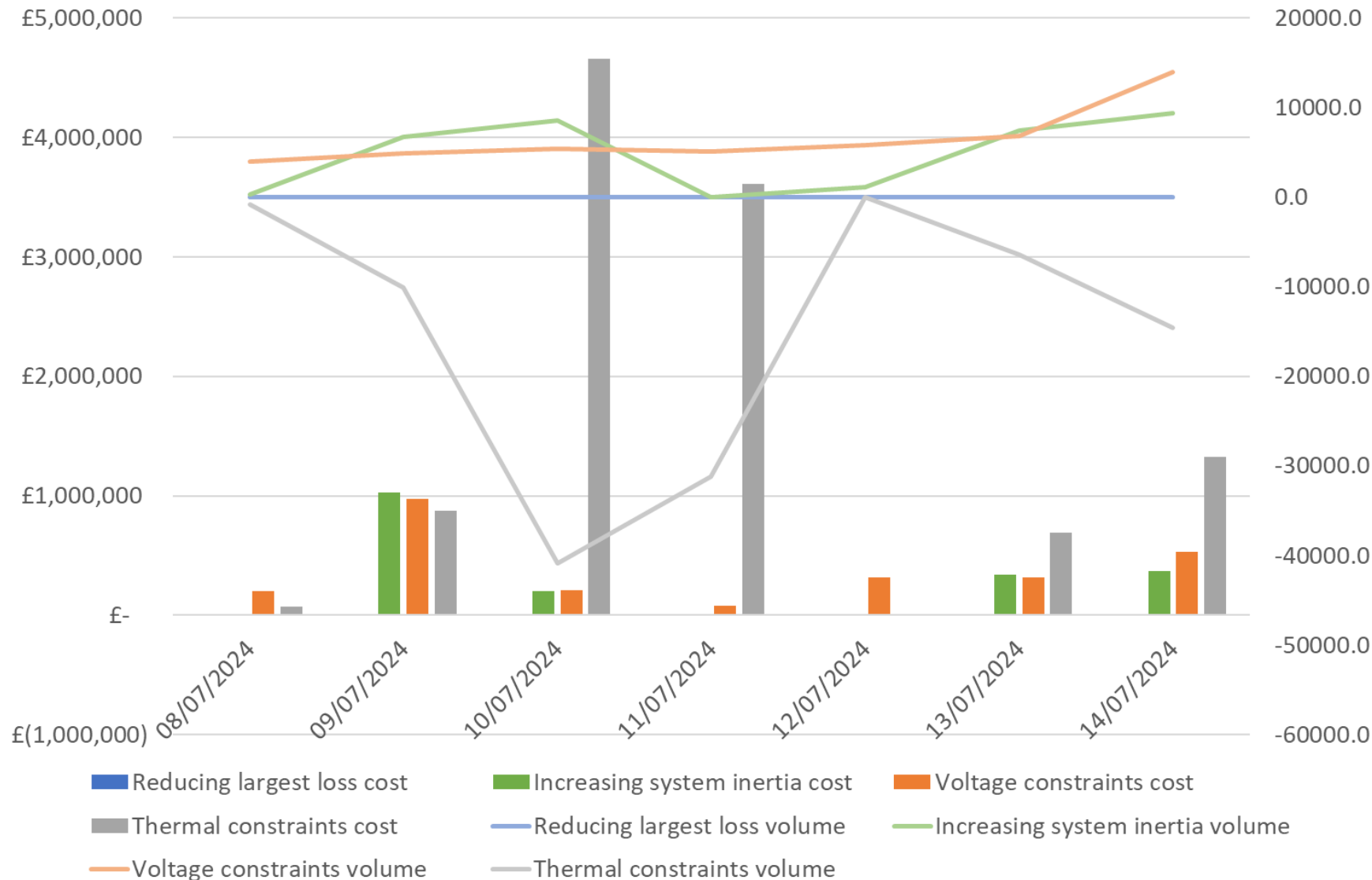
Date	Total (£m)
08/07/2024	2.4
09/07/2024	4.2
10/07/2024	7.1
11/07/2024	5.8
12/07/2024	2.2
13/07/2024	3.9
14/07/2024	4.7
Weekly Total	30.4
Previous Week	51.9

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



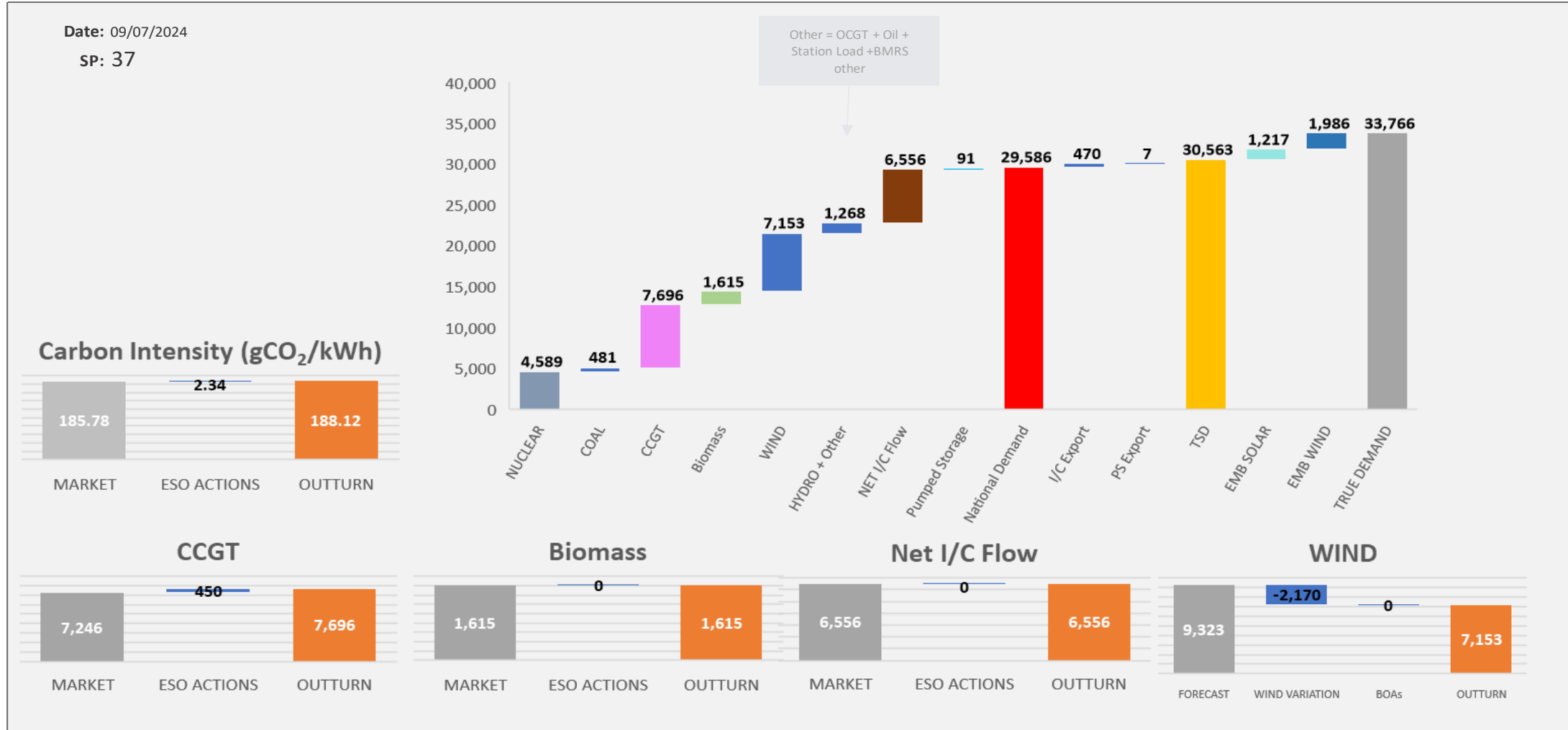
Thermal – network congestion
Actions were required to manage thermal constraints throughout the week except Friday.

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

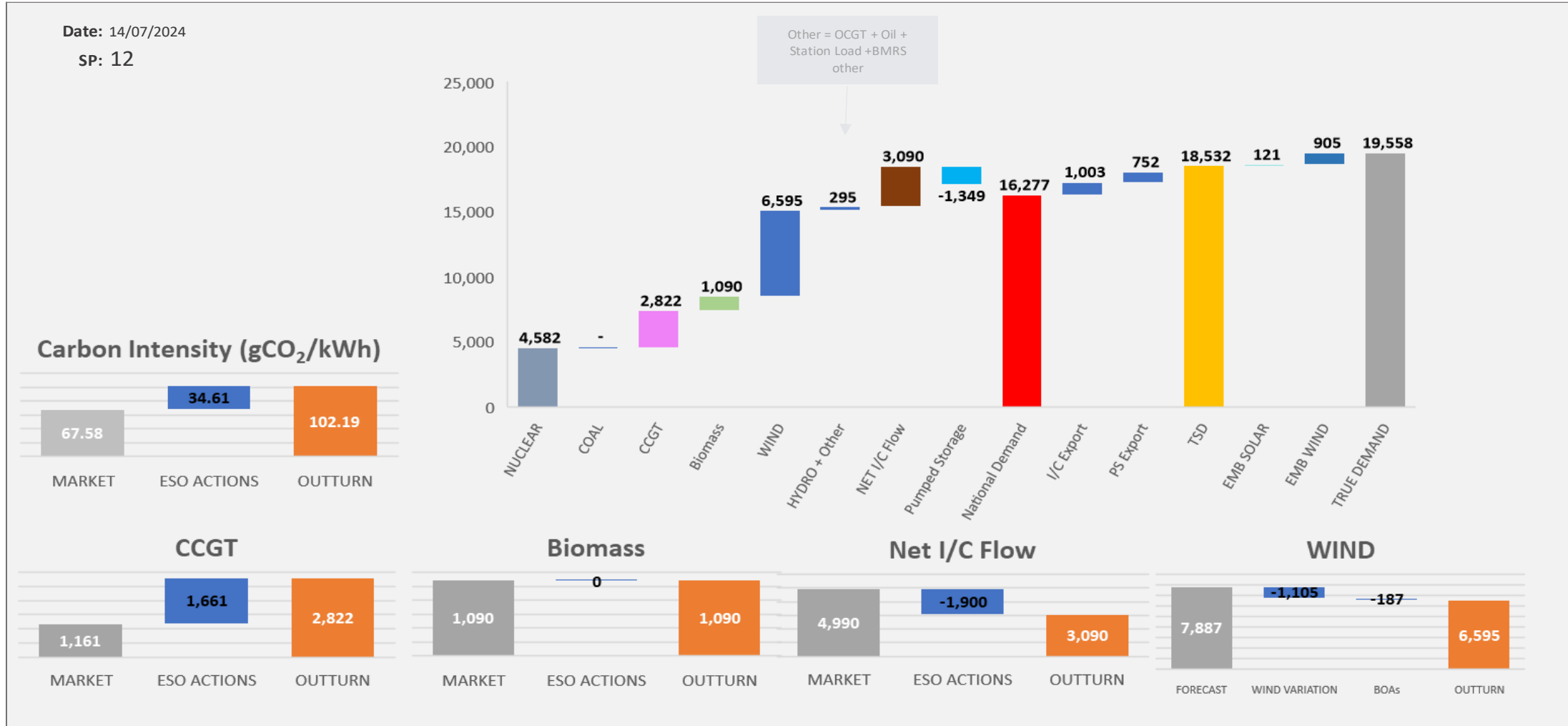
Managing largest loss for RoCoF
No intervention was required to manage largest loss.

Increasing inertia
Intervention was required to manage System Inertia throughout the week except Thursday.

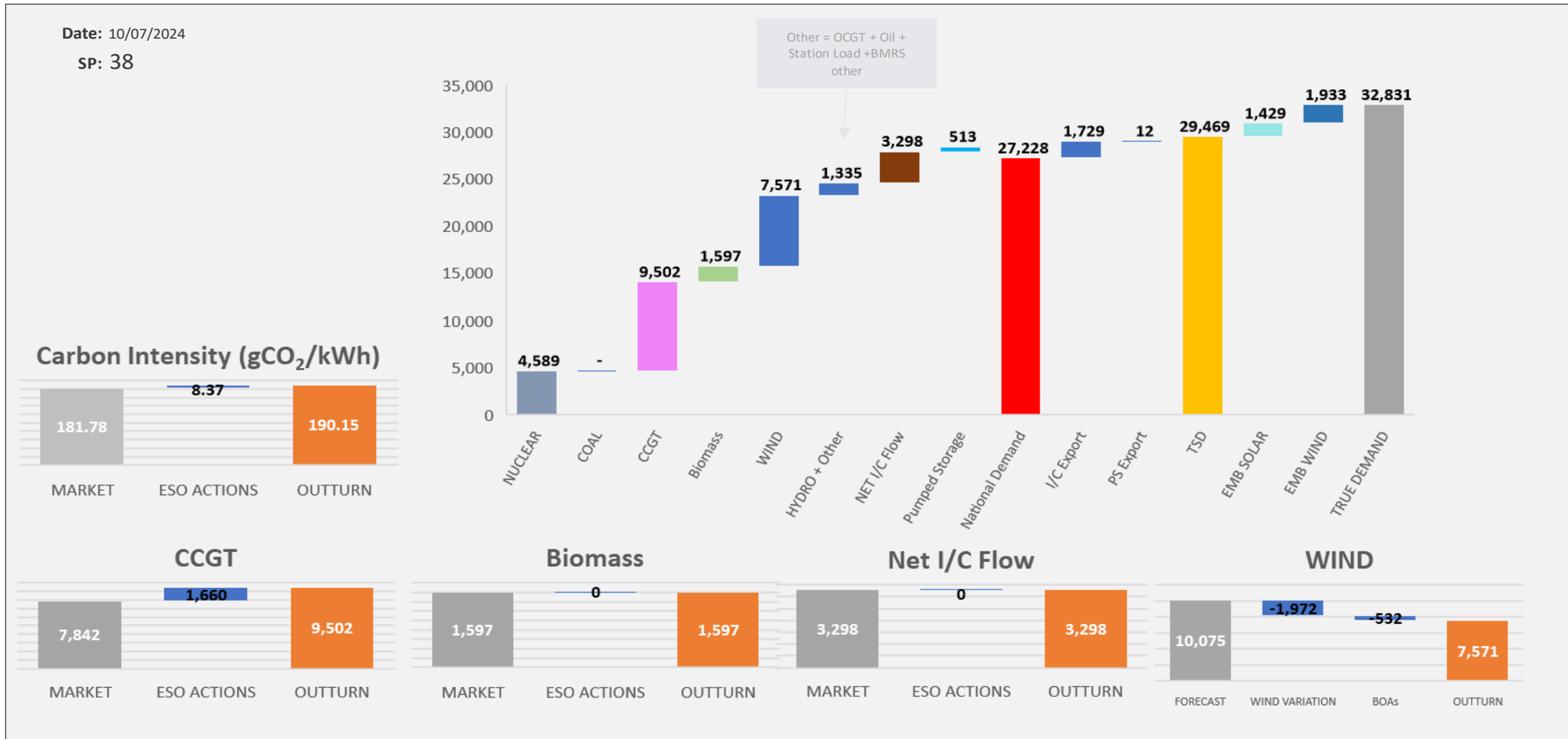
ESO Actions | Tuesday 9th July – Peak Demand – SP spend ~£39k



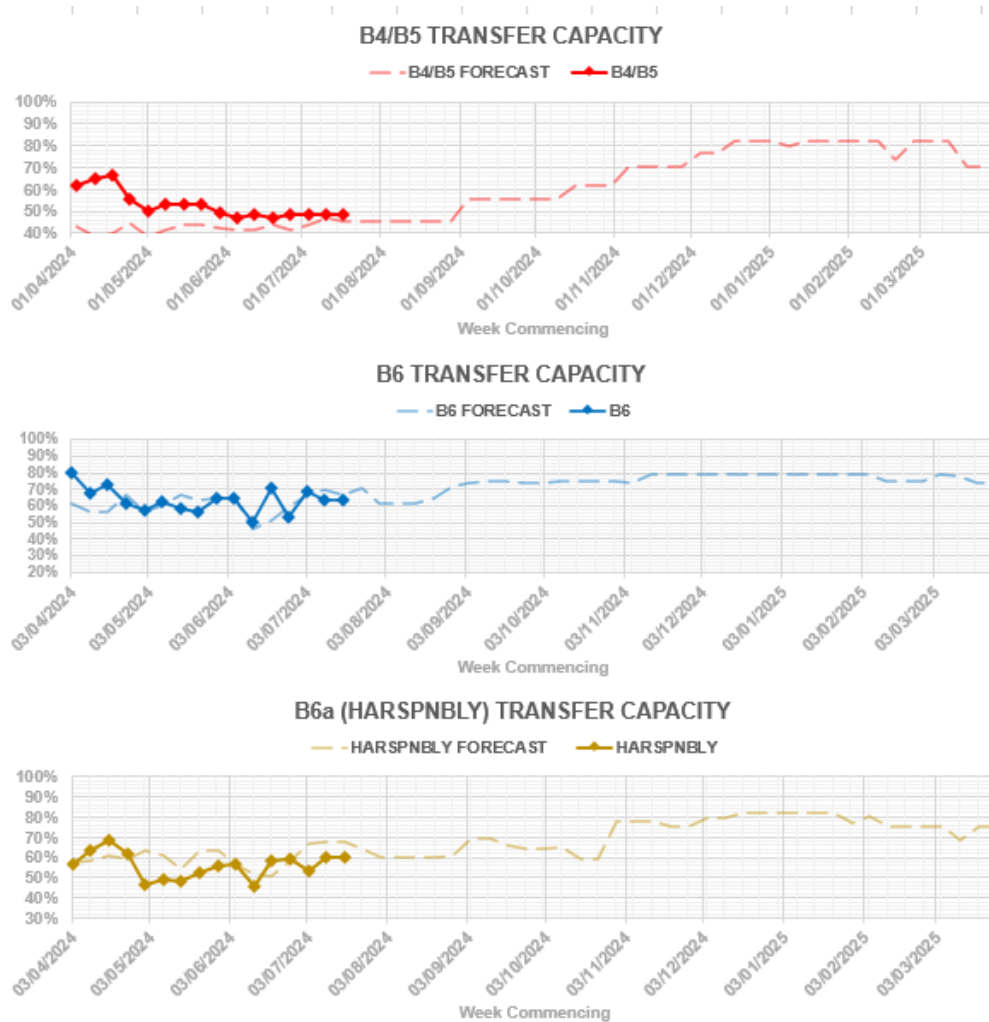
ESO Actions | Sunday 14th July – Minimum Demand – SP Spend ~£118k



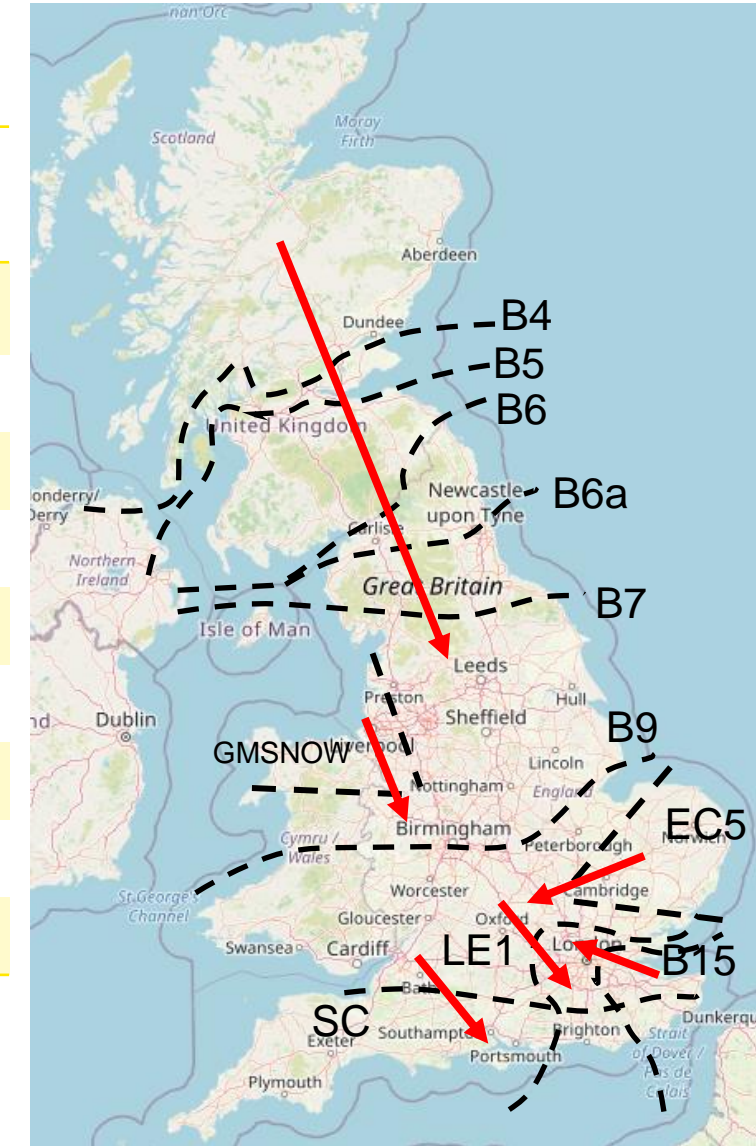
ESO Actions | Wednesday 10th July – Highest SP Spend ~£159k



Transparency | Network Congestion



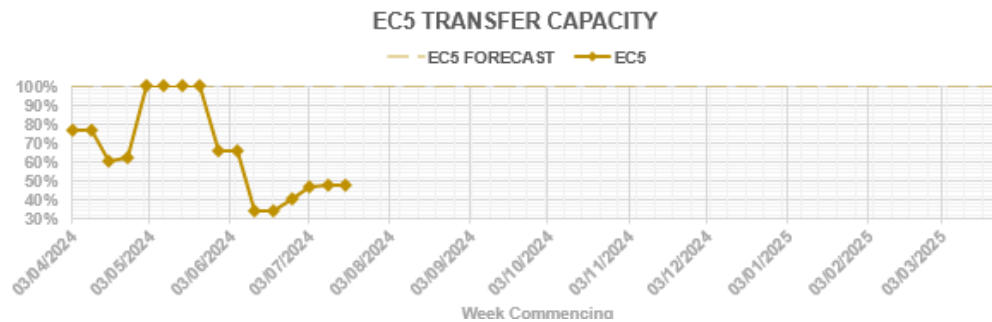
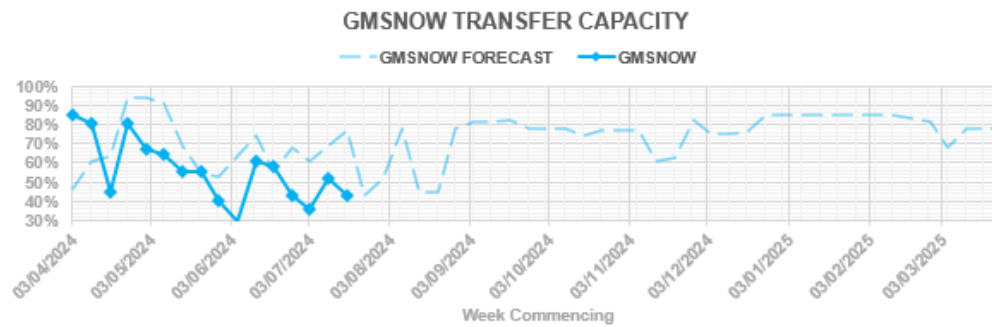
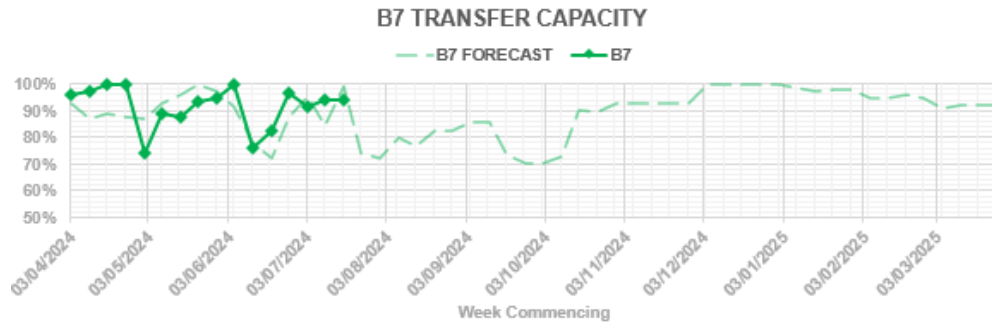
Boundary	Max. Capacity (MW)	Current Capacity (%)
B4/B5	3400	49%
B6 (SCOTEX)	6800	63%
HARSPNBLY	8000	60%
B7 (SSHARN)	8325	94%
GMSNOW	4700	43%
EC5	5000	48%
LE1 (SEIMP)	8500	67%
B15 (ESTEX)	7500	56%
SC1	7300	100%



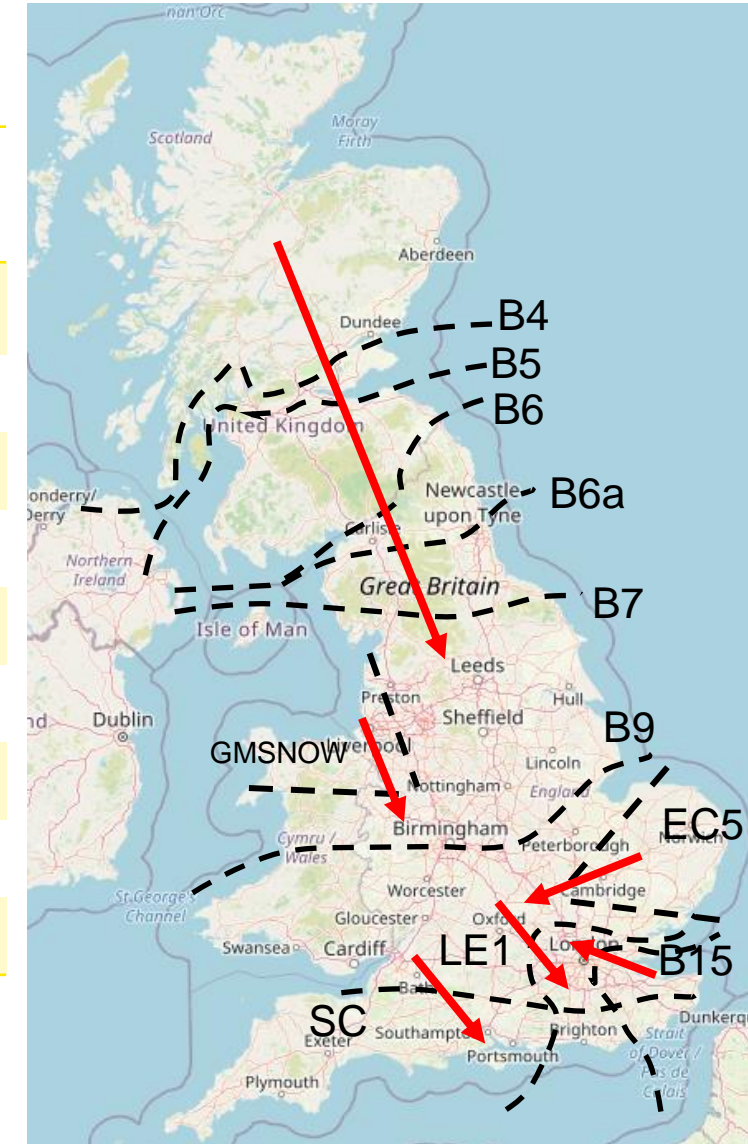
Day ahead flows and limits, and the 24-month constraint limit forecast are published on the ESO Data Portal: [Constraints Management](#)

(The forecast and day ahead limits may vary due to changes in the outage plan. The plan is reviewed periodically throughout the year to ensure we are optimising system conditions, whilst managing any necessary outage plan changes)

Transparency | Network Congestion



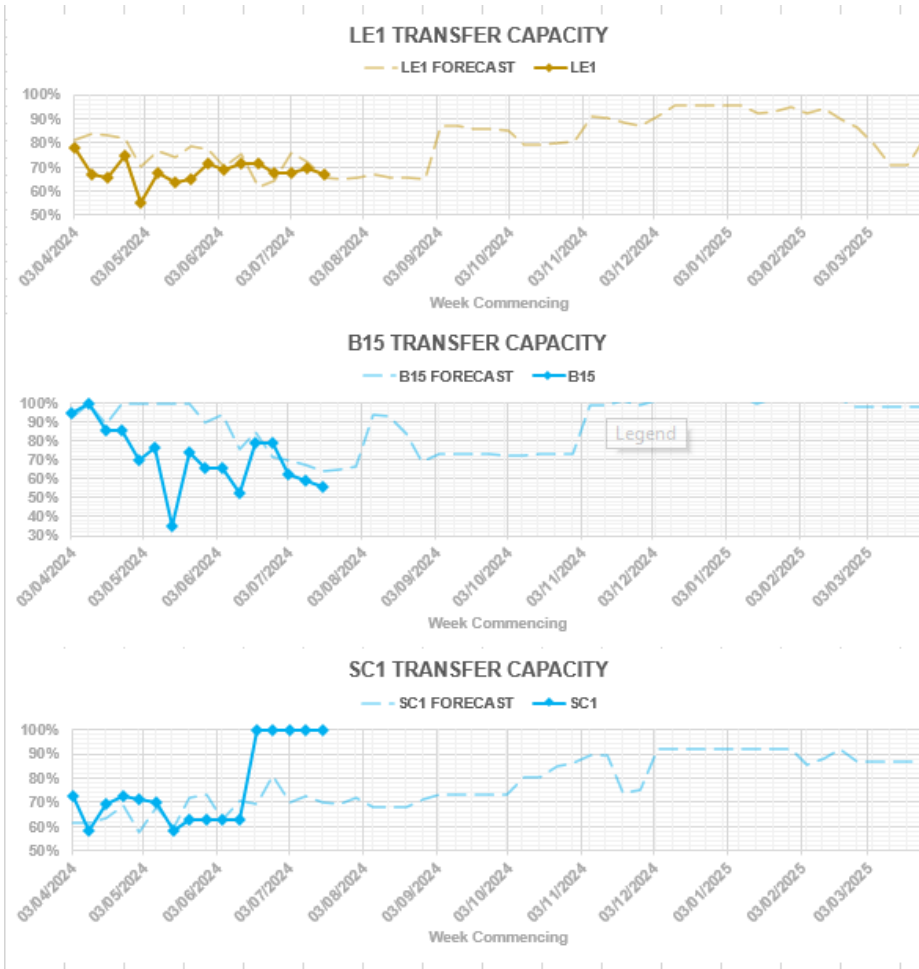
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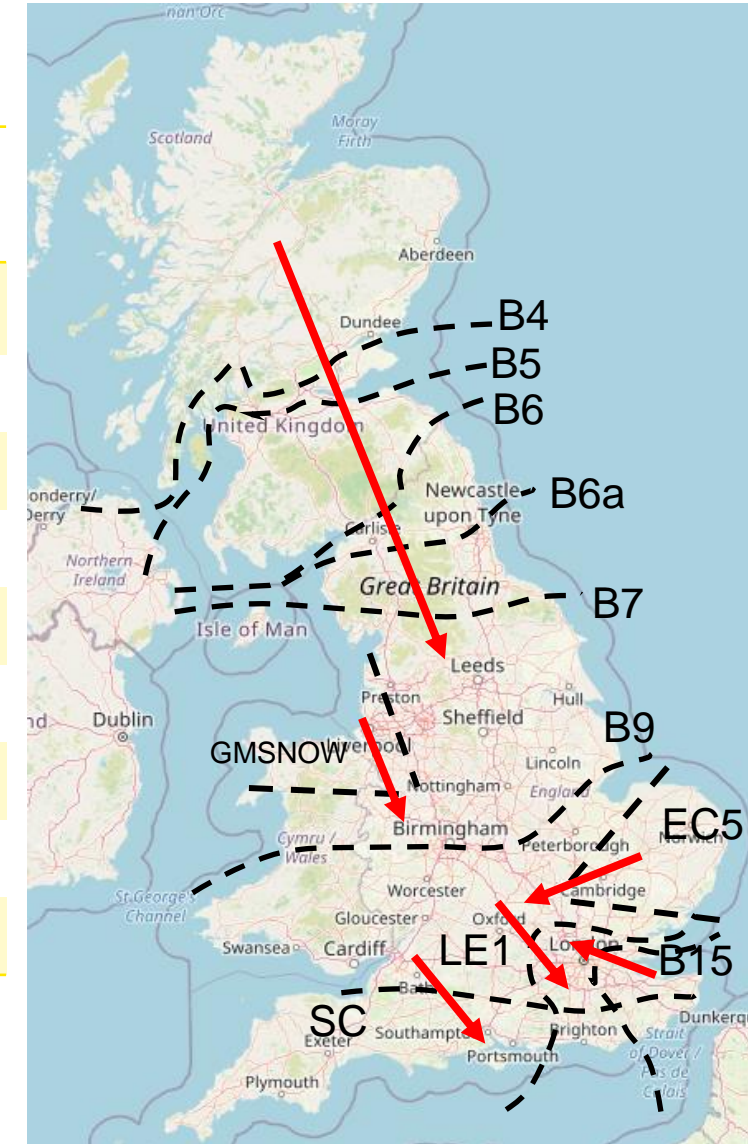
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Transparency | Network Congestion



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(The forecast and day ahead limits may vary due to changes in the outage plan. The plan is reviewed periodically throughout the year to ensure we are optimising system conditions, whilst managing any necessary outage plan changes)

Previously asked questions

Q: Would you be able to clarify the difference(s) between firm and optional Quick Reserve? Thanks very much!

A: Where there is a firm requirement in a QR Window, this will be defined by ESO and published on the ESO website. When a service provider is contracted for a QR Window at day-ahead, this will be known as a QR Contract. Service Providers will be able to bid in their units to the day-ahead auction for one or more QR Windows in an operational day and if successful, will be awarded one or more QR Contracts for each discrete QR Window. This commits the asset to be available for the full duration of the QR Contract and Service Providers will be paid Availability Payments (pay-as-clear) over the duration of each contracted QR Contract, and a Utilisation Payment (pay-as-bid) if dispatched.

Historically for reserve services the QR Contract was referred to as the 'Firm Service'.

In contrast, when ESO do not specify a firm requirement for a QR Window at day-ahead or the service provider has been unsuccessful in their bids at day-ahead, non-BM providers will be able to submit utilisation-only bids for the Optional Service within-day via the OBP platform in Phase 2. If Service Providers are dispatched under the Optional Service, they will receive a Utilisation Payment (pay-as-bid) only.

BM providers should continue to offer reserve to ESO via the Balancing Mechanism and will be dispatched via Bid Offer Acceptances (BOAs).

For more information about the QR and its summary please refer to the following webpages:

<https://www.nationalgrideso.com/industry-information/balancing-services/reserve-services/quick-reserve>

<https://www.nationalgrideso.com/document/320556/download>

Previously asked questions

Q: In response to Severn Power pricing at £99,999 removing it from the BM stack, do you also remove this asset from operating margin?

A: Yes, it has been removed from the operating margin.

Q: On the topic of the high level of outages of ESO dispatch systems (PAS ASDP for fast reserve) over recent weeks, are the estimated costs to customers of ESO system outages tracked? This could feed into a business case for the ESO for designing/maintaining systems with less down time.

A: The ESO is in the process of implementing the OBP (Open Balancing Platform), a new control and dispatch system which targets an always on architecture as part of the Strategic design is targeted for mid 2025. OBP has already had numerous releases without the need of an outage. As part of the OBP roadmap, ASDP will be decommissioned, and non-BM services will be incorporated alongside BM in OBP. The first new non-BM service will be live on OBP in mid-2025.

Advanced questions

Q: RE the recent trades on the Moyle Interconnector at £0. Does the ESO understand that by adding these in to the cashout calculation it affects the cashout price - the fact that they are SO-flagged is irrelevant, the trades fundamentally change the NIV, which in turn means we have a different cashout price. Please can you advise if we need to account for these trades in the cashout calculation going forwards or will they be removed retrospectively? If we need to account for them, please advise where they are published in advance. Thank you

Q: Please clarify the MOYLE cost=0 actions and whether they remain in the price stack as they are currently. On 2024-07-11, SP=9 and SP=12 had the imbalance price at 0 due to these actions. For weeks, many of us have been telling you that price=0 actions in the stack (even if SO flagged) can influence the imbalance price. It is confusing to get contradictory replies such as: "We are awaiting final confirmation that the £0 is not affecting the cashout price" and at the same time, "we are reporting the data correctly in BSAD." Please read the sections of Imbalance Pricing Guidance on First Stage and Second Stage Flagging as well as Arbitrage Tagging. These MOYLE actions influence prices when NIV is positive and negative.

Q: The message under System Warnings on 12/07/24 regarding MOYLE BSAD is not clear enough. First it says BSAD "should be disregarded", but then continues "The volumes of these entries are being incorrectly reported and will be corrected". Which is it? We disregard these 'actions' completely or we wait for changed volumes and/or costs?

A: These questions were addressed in slide 10 of today's pack (17/07/24)

Advanced questions

Q: Re: CTPT. This is more a request for clarification. We saw on the OTF (10th July) that the volumes reported by BSAD were indeed correct, but then a notice was issued by the Control Room on the 12th July indicating the contrary saying that 0GBP actions should be disregarded. I appreciate there is ongoing discussion around the impacts on the cashout price of these actions, but the remedy of removing the volumes entirely seems much more impactful than having them priced at 0GBP SO-flagged.

Here is why the volumes should stay in the NIV calculation: if implicit auctions position the MOYLE at -450MW and CTPT later brings this to 0MW, then, all else equal, these SO actions have resulted in 450MW less exports from GB and ESO now must bid off 450MW. If the CTPT volumes are removed from the offer stack, the NIV is now artificially 450MW longer than it should be via the market processes that should bear responsibility for imbalances. The SO-flagged volumes are the right solution, they result in the truest picture of system balance to reward/penalise those who help/hinder system balance.

The main thing we need is certainty, historically and going forward. If there is a planned change from 0GBP SO-flags to something else, please let us know the date it will happen and do the switch over in a market-coordinated manner. Then, whatever the enduring solution is, please use the data portal to communicate volumes and prices to the market ahead of delivery.

A: This question was addressed in slide 10 of today's pack (17/07/24)

Advanced questions

Q: In the System Incidents Report (GC0105 & GC0151) for the 22nd December 2023 event:

<https://www.nationalgrideso.com/document/299266/download>

which was previously presented at this OTF, there is no reference to the tripping of the Caithness Moray HVDC link (in the GC0151 transmission faults tab). From inspection of the calculated ROCOF data in this event, with three major trips in 10s, the HVDC trip is associated with the loss of ~500MW of infeed/generation. Nor is there reference to any generation trips associated with the HVDC fault.

Please can ESO revisit their reports on this event to provide an update?

We are still working on answers to this question.

Outstanding questions

Q: For the planned voltage control tests, what is the maximum possible voltage reduction? Also, for the 2023 voltage control testing, is there any information available on which DNO areas tested stage 1 or stages 1&2?

A: Each voltage reduction stage will be between 2% and 4%, which is expected to deliver around 1.5% demand reduction.

We are still working on the second part of this question.

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

NESO Information Request Statement

The Energy Act 2023 and the power to request information.

Section 172 of The Energy Act 2023 provides NESO, as the Independent System Operator and Planner, with the power to require information, from anyone carrying out a relevant activity, to allow it to carry out any of its functions. This power will come into effect once NESO is operational.

In advance of this we are consulting on what the Information Request Statement will contain and what an Information Request issued by NESO may look like.

The Information Request Statement and Notice.

The Statement will be available on our website and will contain sections on why a request has been issued, the process of responding to a request, what happens if a recipient does not provide the information and how we will manage any data provided. A draft template of an Information Request Notice is also shared on our website.

The Consultation

We are running a consultation from **May 3rd to May 31st** which can be found at <https://www.nationalgrideso.com/what-we-do/how-we-operate/information-request-statement-consultation> and would welcome feedback from across industry to make sure we develop a statement which is clear and accessible.

Following the consultation period Ofgem will determine if the draft Statement is approved or if any changes are necessary.