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ESO Operational Transparency Forum

7 August 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](mailto: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](mailto: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

Mandatory Service Agreements

### Future

Balancing Reserve – 14<sup>th</sup> Aug

Space Weather – September

Initial National Demand Outturn – TBC

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

# Webinar Invitation

## OBP nBM Operation for Quick and Slow Reserve

As part of the ESO transition of Balancing Systems and the continued development of the Open Balancing Platform (OBP), we are keen to seek feedback on our proposed operation and associated interfaces for nBM providers of the new Quick and Slow Reserve services.

We will be presenting our proposals and fielding questions during the webinar, with an invitation for industry to provide more detailed feedback and views throughout the following 4 weeks as an informal consultation.

Please register your interest below to join a webinar on 13 August at 10am.

[Register Here](#)

### High-Level Agenda:

1. Service Design Introduction
2. Introduction to OBP
3. Proposed nBM dataset submissions
4. Proposed nBM interfaces
5. Q&A

## Future Event Summary

Event	Date & Time	Link
OBP nBM Operation for Quick and Slow Reserve	13 <sup>th</sup> August 10:00-12:00	<a href="#">Click here to register</a>
Demand Flexibility Service (DFS) EBR Article 18 Consultation	22 <sup>nd</sup> August 2024 (Deadline)	<a href="#">Click here to access the consultation documents</a>



# Mandatory Service Agreements

Overview – Steve Miller 7<sup>th</sup> Aug 2024

## Agenda

- What is and MSA,ORPS and MFR
- When do I need an MSA
- Grid Code requirements pre 2019
- EU Code requirements
- Further information

## What is an MSA, ORPS and MFR

The Mandatory Service Agreement (MSA) sets out the basic requirements of a BMU and will follow the Connection Agreement with the ESO and Generator – it also facilitates the delivery and payment of Obligatory Reactive Power Service (ORPS) and Mandatory Frequency Response (MFR)

ESO has a licence obligation to manage Voltage and Frequency on the GB Transmission System.

ORPS & MFR are services required by generators to manage the voltage and frequency and a condition of connection.

### ORPS

- Maintain Volts on GB Transmission System
- Locational based on need
- Inject (lag) or Absorb (lead) MVARs
- Dispatched via EDL
- Default payment paid to all providers calculated in the CUSC.

### MFR

- Maintain Frequency within statutory and operational limits.
- Algorithm runs in real-time in ENCC to determine any need.
- Automatic change in active power
- System wide
- Holding payment submitted into Frequency Response Price Submission (FRPS) system and energy response payment paid to all generators.



## When do I need an MSA?

- **Grid Code pre 2019 arrangements**

- If directly connected and above >100MW in England & Wales and >50MW in Scotland (Large) you must have an MSA which enables payment for providing ORPS and MFR.
- Also if directly connected in Scotland and >30MW in SPT and >10MW in SHETL with a reactive capability >15MVAR you must also have an MSA.
- Large Embedded connections will also need to have an MSA through a BEGA
  - E&W >100MW
  - SPT >30MW
  - SHETL >10MW
- Small <50MW & Medium (50-99.9MW) in E&W - BEGA is Optional

- **European Connection Code (ECC) Applicability post 2019**

- As defined within the Grid Code ECC.8.1 mandates Type C and Type D Power Generating Modules to be signed up to a MSA if directly connected
  - Type C <110kV and 10 to < 50MW
  - Type D  $\geq$ 110kV or  $\geq$ 50MW and <110kV
- Embedded Large Power Stations in respect of Type C and D Power Generating Modules
- Embedded Small generators of Type C and D is optional through a BEGA

## GB Code Requirements – Transmission Connected

GB Code User Minimum Requirement - CC 6.3.2 / CC 6.3.7					
Transmission System Owner	Generator Unit Capacity	< 15 MVar ≥	Embedded?	Power Park Module?	MSA required for:
National Grid Electricity Transmission (NGET)	100 MW+ ("Large")	N/A	N/A	N/A	Reactive Power & Frequency Response
	50 MW to 99.9 MW ("Medium")	N/A	Yes	N/A	None
			No	N/A	Reactive Power Only
	Under 50 MW ("Small")	15 MVar ≥	Yes	N/A	None
			No	N/A	Reactive Power Only
			< 15 MVar	N/A	N/A
Scottish Power Networks (SPT)	50 MW +	N/A	N/A	N/A	Reactive Power & Frequency Response
	Over 30 MW ("Large") and under 50 MW	15 MVar ≥	N/A	Yes	Reactive Power Only
				No	Reactive Power & Frequency Response
				< 15 MVar	N/A
	Under 30 MW ("Small")	< 15 MVar	N/A	N/A	None
Scottish & Southern Energy Networks (SHEL)	50 MW +	N/A	N/A	N/A	Reactive Power & Frequency Response
	Over 10 MW+ ("Large") And Under 50 MW	15 MVar ≥	N/A	Yes	Reactive Power Only
				No	Reactive Power & Frequency Response
				< 15 MVar	N/A
	Under 10 MW ("Small")	< 15 MVar	N/A	N/A	None

Type	Connection Voltage	Capacity
A	< 110kV	800W – 1MW
B	< 110kV	1MW – 10MW
C	< 110kV	10MW – 50MW
D	> 110kV	50MW +

### EU Code User Minimum Requirement - ECC 6.3.2 / ECC 6.3.7

Requirements for Generators (RFG), is seen as one of the main drivers for creating harmonized solutions and products necessary for an efficient pan-European (and global) market in generator technology. RFG entered into force as European law on 17 May 2016. If you are classed as a 'new' generator then compliance with the code is required, no later than 27 April 2019 or the generator's connection date. It applies to 'new' generators which are defined as those that are not currently connected to the system, and do not let contracts for the main plant items by 17 May 2018.

**Type A** - A basic level necessary to ensure capability of generation over operational ranges. It has limited automated response and minimal system operator control.

**Type B** - Provides for a wider range of automated dynamic response, with greater resilience to more specific operational events

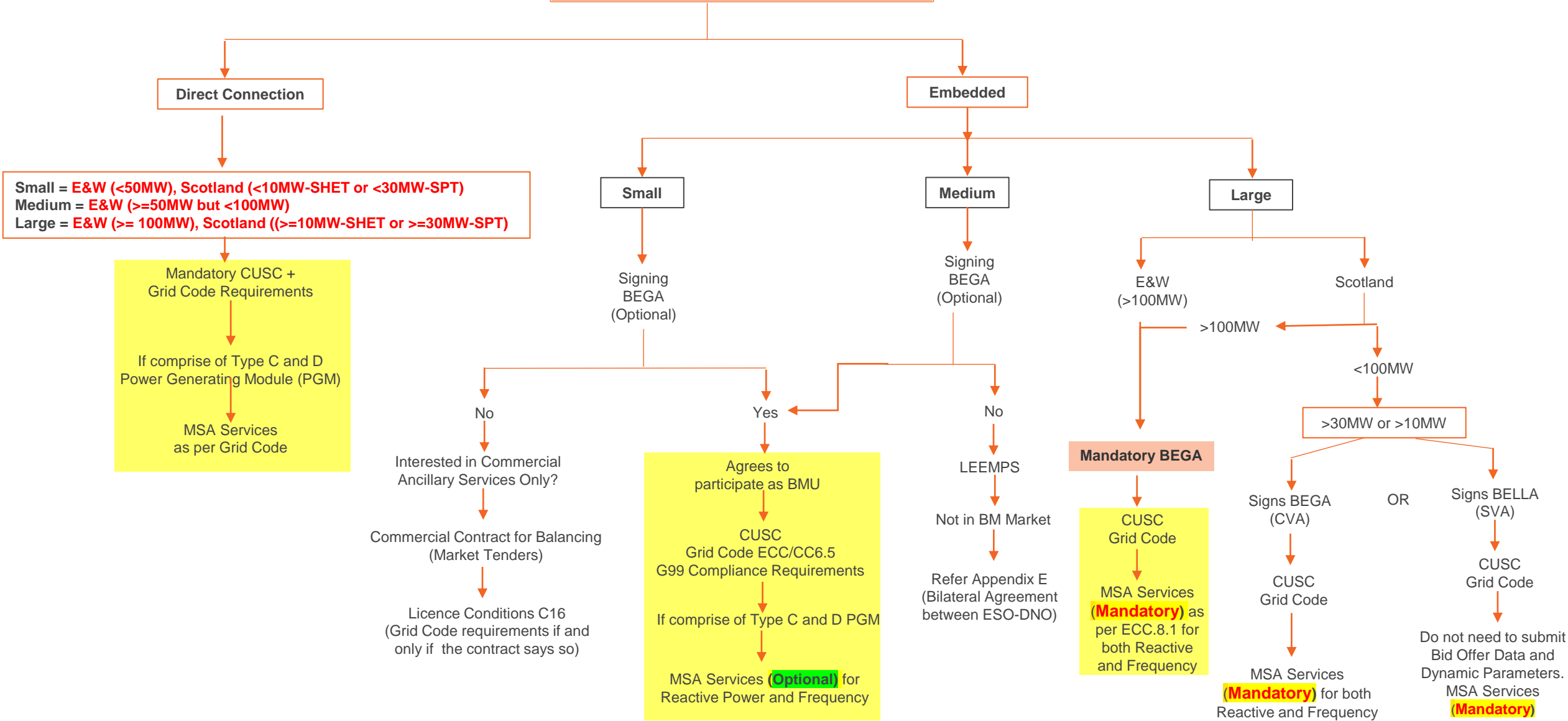
**Type C** - Provides for a refined, stable and highly controllable (real-time) dynamic response, aiming to provide principle ancillary services to ensure security of supply.

**Type D** - Requirements specific to higher voltage connected generation with an impact on entire system control and operation. They ensure the stable operation of the interconnected network, allowing the use of ancillary services from generation Europe-wide.

# Grid Code Applicability-ECC

Slido code #OTF

Power Station  
Comprising of Type A, B,C, D  
Power Generating Module (PGM)



## WHERE CAN I FIND MORE DETAIL ON – the Mandatory Services?

<https://www.nationalgrideso.com/industry-information/balancing-services/frequency-response-services/mandatory-response-services?overview>

[National Grid ESO Data Portal – Obligatory Reactive Power Service \(ORPS\)](#)

## What do I do if I am not receiving payments for Mandatory Services?

Please email a query to the Settlements .box account at [settlement.queries@nationalgrideso.com](mailto:settlement.queries@nationalgrideso.com)

## General Queries?

If you would like more information on Mandatory Services please contact us by e-mail at [commercial.operation@nationalgrideso.com](mailto:commercial.operation@nationalgrideso.com)

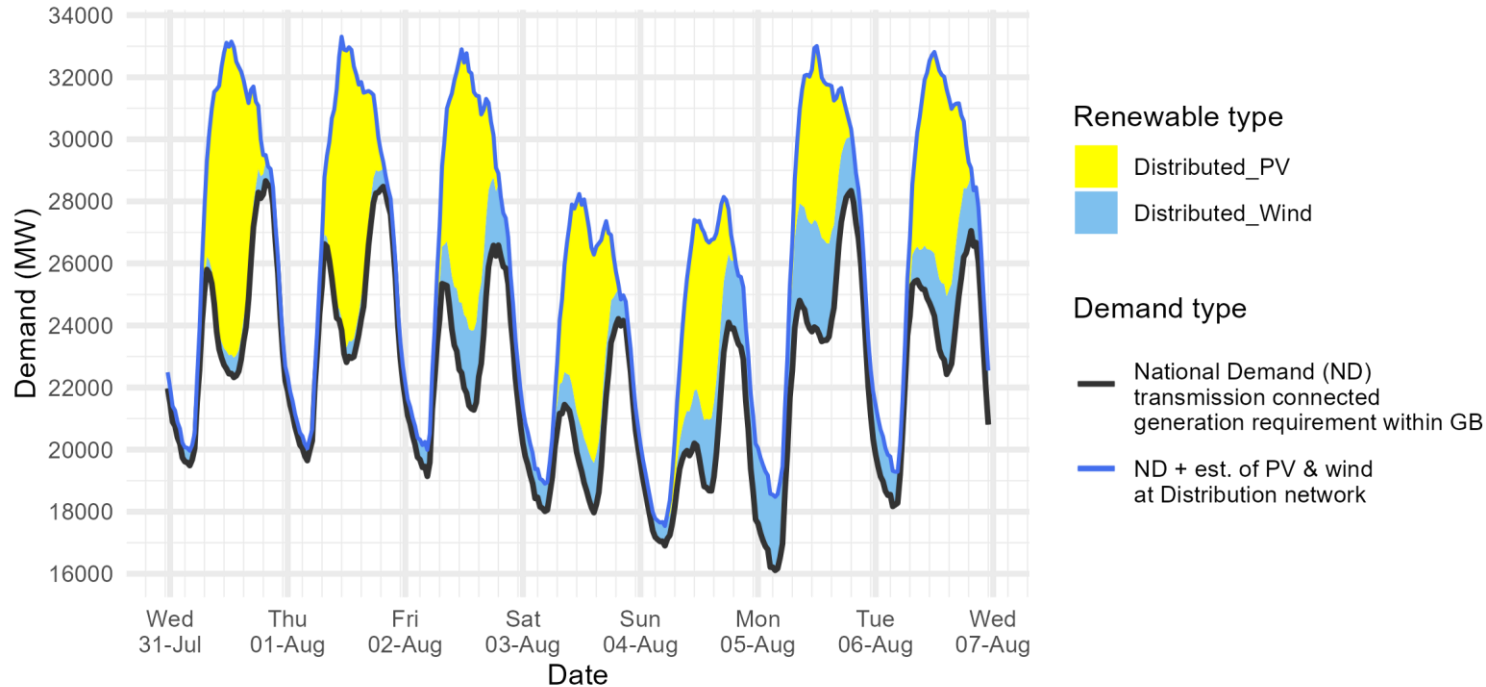
For general enquiries relating to the CUSC please email: [cusc.team@nationalgrideso.com](mailto:cusc.team@nationalgrideso.com)

For general enquiries relating the System Operator Transmission Owner Code (STC) please email: [stcteam@nationalgrideso.com](mailto:stcteam@nationalgrideso.com)

For general enquiries relating to the Grid Code please email: [grid.code@nationalgrideso.com](mailto:grid.code@nationalgrideso.com)

# Demand | Last week demand out-turn

ESO National Demand outturn 31 July-06 August 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](#)

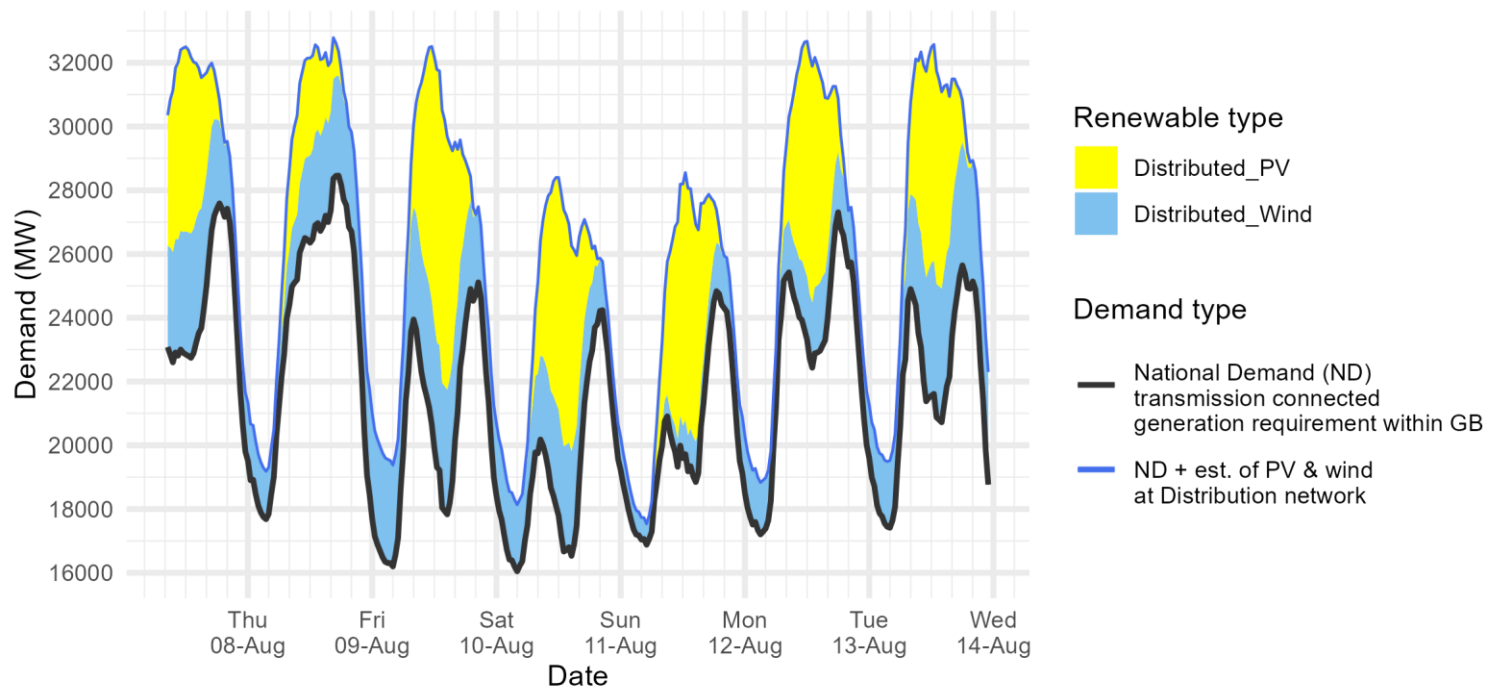
**Daily Maximums**  
Modelled distributed generation

Date	OUTTURN	
	Daily Max Dist. PV (GW)	Daily Max Dist. Wind (GW)
31 Jul 2024	10.1	0.8
01 Aug 2024	9.6	0.8
02 Aug 2024	8.5	2.6
03 Aug 2024	7.7	1.7
04 Aug 2024	6.0	2.4
05 Aug 2024	5.7	3.5
06 Aug 2024	6.7	2.6

Date	Forecasting Point	FORECAST (Wed 31 Jul)			OUTTURN		
		National Demand (GW)	Dist. wind (GW)	Dist. PV (GW)	National Demand (GW)	Dist. wind (GW)	Dist. PV (GW)
31 Jul 2024	Overnight Min	19.3	0.4	0.0	19.5	0.5	0.0
31 Jul 2024	Afternoon Min	24.5	0.6	8.1	22.3	0.6	10.0
01 Aug 2024	Overnight Min	20.0	0.4	0.0	19.6	0.4	0.0
01 Aug 2024	Afternoon Min	23.1	0.5	8.0	22.9	0.5	9.4
02 Aug 2024	Overnight Min	19.3	0.5	0.0	19.1	0.9	0.0
02 Aug 2024	Afternoon Min	20.8	2.2	7.3	21.3	2.6	7.7
03 Aug 2024	Overnight Min	17.3	1.5	0.0	18.0	0.9	0.0
03 Aug 2024	Afternoon Min	19.3	1.7	5.5	18.0	1.6	6.7
04 Aug 2024	Overnight Min	16.7	0.8	0.1	16.9	0.6	0.0
04 Aug 2024	Afternoon Min	18.2	1.7	7.0	18.7	2.3	5.7
05 Aug 2024	Overnight Min	16.6	2.0	0.0	16.1	2.4	0.0
05 Aug 2024	Afternoon Min	21.7	3.0	6.9	23.5	3.3	5.2
06 Aug 2024	Overnight Min	17.7	1.8	0.0	18.2	1.1	0.0
06 Aug 2024	Afternoon Min	21.7	2.7	6.7	22.4	2.5	6.7

# Demand | Week Ahead

ESO Demand forecast for 07-13 August 2024



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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Date	Forecasting Point	FORECAST (Wed 07 Aug)		
		National Demand (GW)	Dist. wind (GW)	Dist. PV (GW)
07 Aug 2024	Afternoon Min	22.7	3.9	5.5
08 Aug 2024	Overnight Min	17.7	1.5	0.0
08 Aug 2024	Afternoon Min	26.5	2.8	2.9
09 Aug 2024	Overnight Min	16.2	3.2	0.0
09 Aug 2024	Afternoon Min	17.8	3.9	7.9
10 Aug 2024	Overnight Min	16.0	2.1	0.0
10 Aug 2024	Afternoon Min	16.5	3.3	6.4
11 Aug 2024	Overnight Min	16.9	0.6	0.0
11 Aug 2024	Afternoon Min	18.8	1.3	6.8
12 Aug 2024	Overnight Min	17.2	1.6	0.0
12 Aug 2024	Afternoon Min	22.4	2.0	7.4
13 Aug 2024	Overnight Min	17.4	2.1	0.0
13 Aug 2024	Afternoon Min	20.7	4.2	6.2

## ESO Actions | Category Cost Breakdown

**£17.96M**

Weekly Total

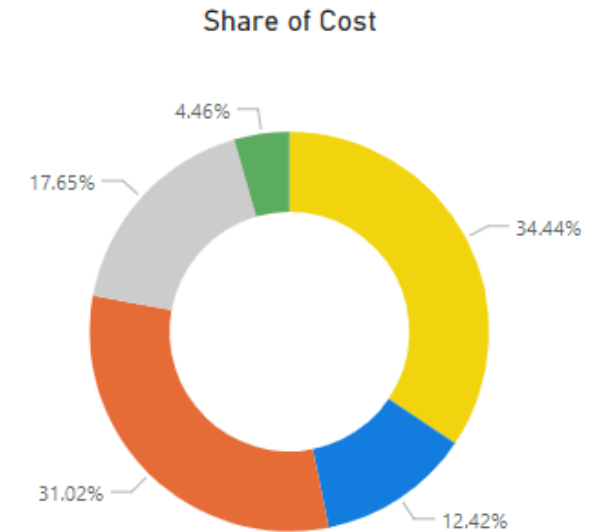
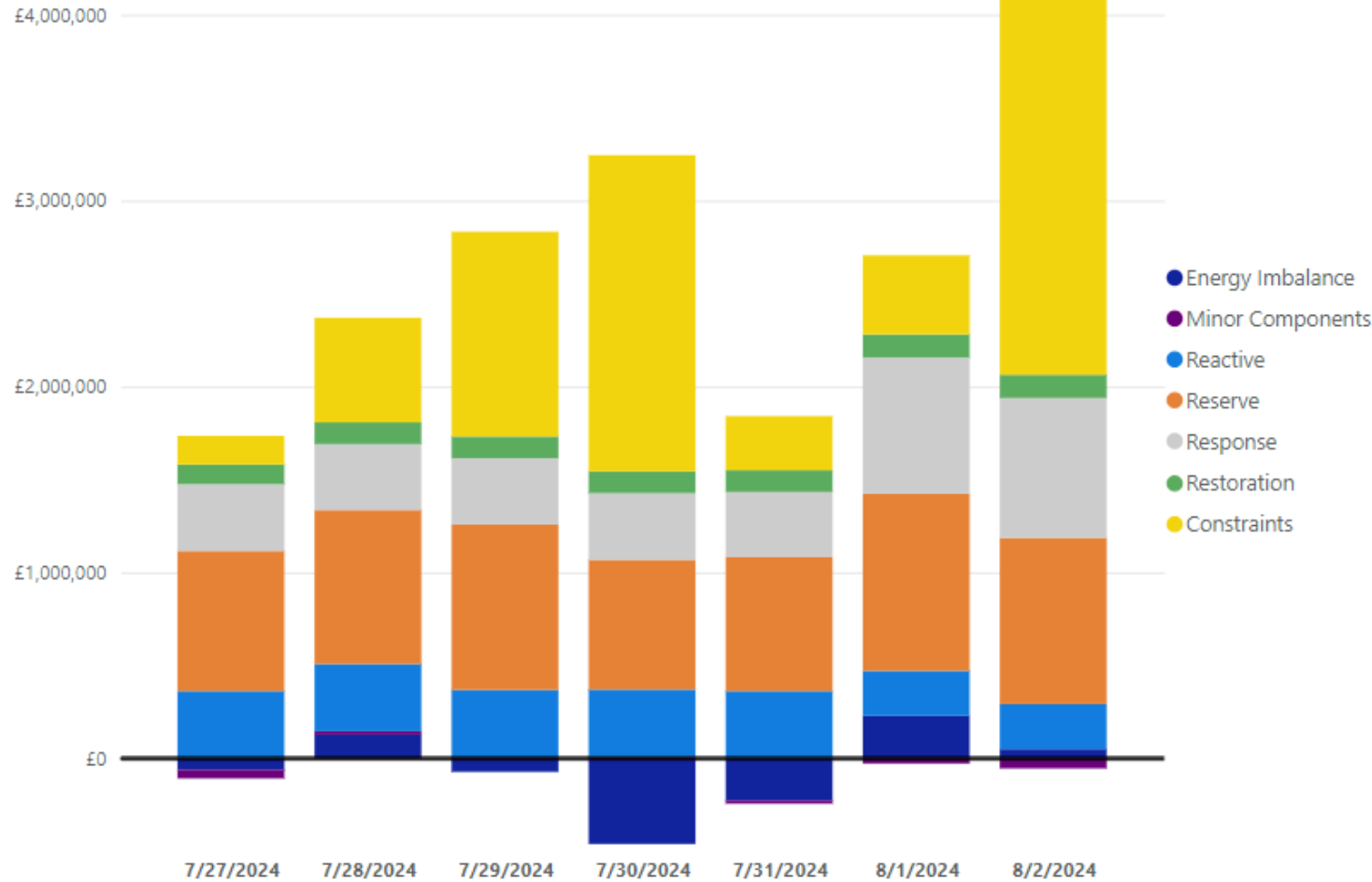
**£20.66M**

Previous Week Total

**£3.71M**

Past 30 Days Average

Date	Total (£)
7/27/2024	£1,627,237
7/28/2024	£2,369,977
7/29/2024	£2,760,085
7/30/2024	£2,783,880
7/31/2024	£1,597,655
8/1/2024	£2,678,174
8/2/2024	£4,142,134
<b>Total</b>	<b>£17,959,142</b>



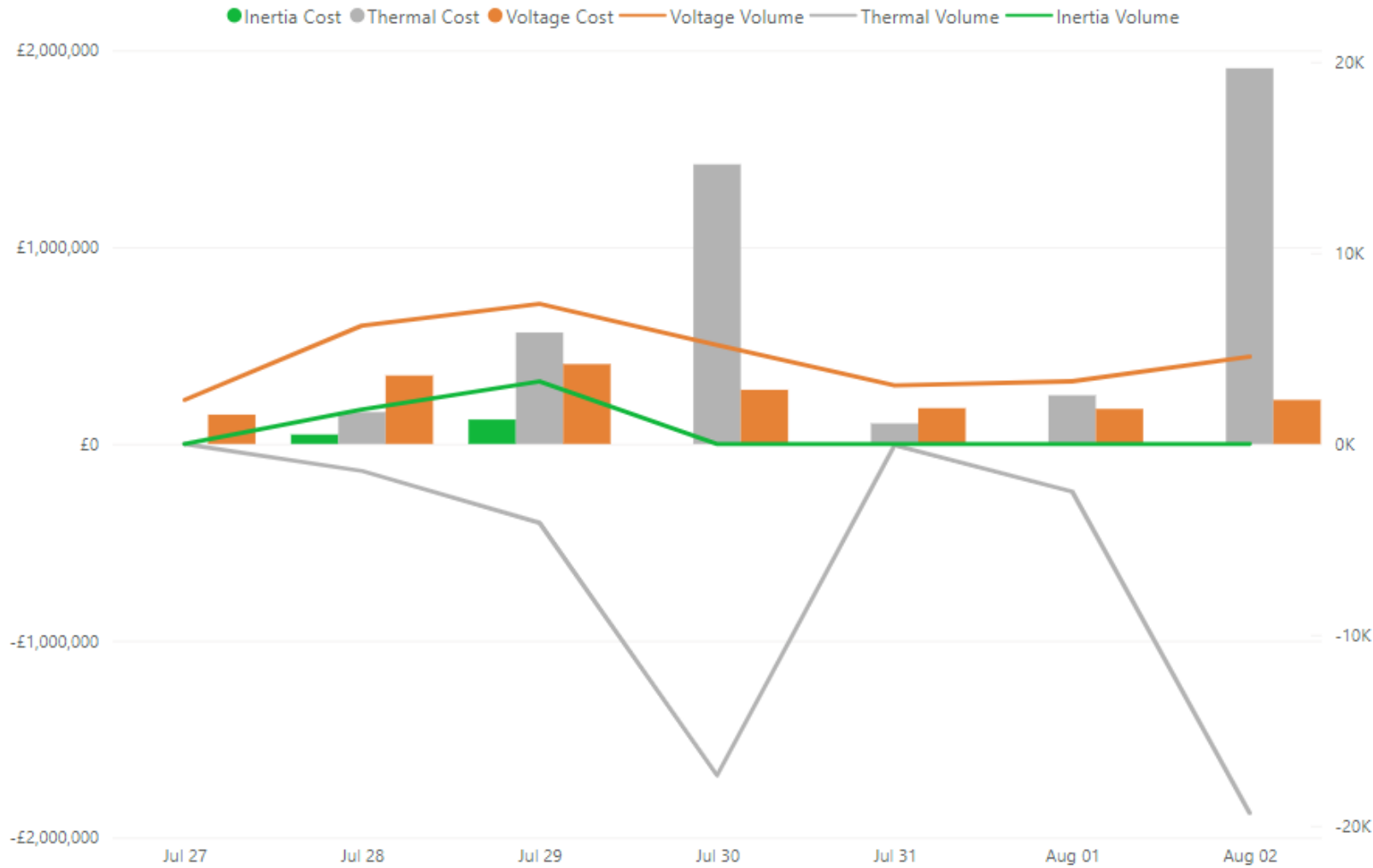


# ESO Actions | Constraint Cost Breakdown

Date

7/27/2024

8/2/2024



**£1.8M**

Sum of Voltage Cost

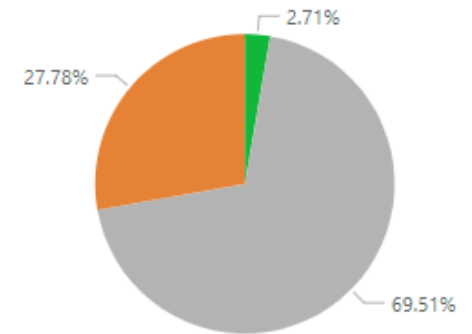
**£171.9K**

Sum of Inertia Cost

**£4.4M**

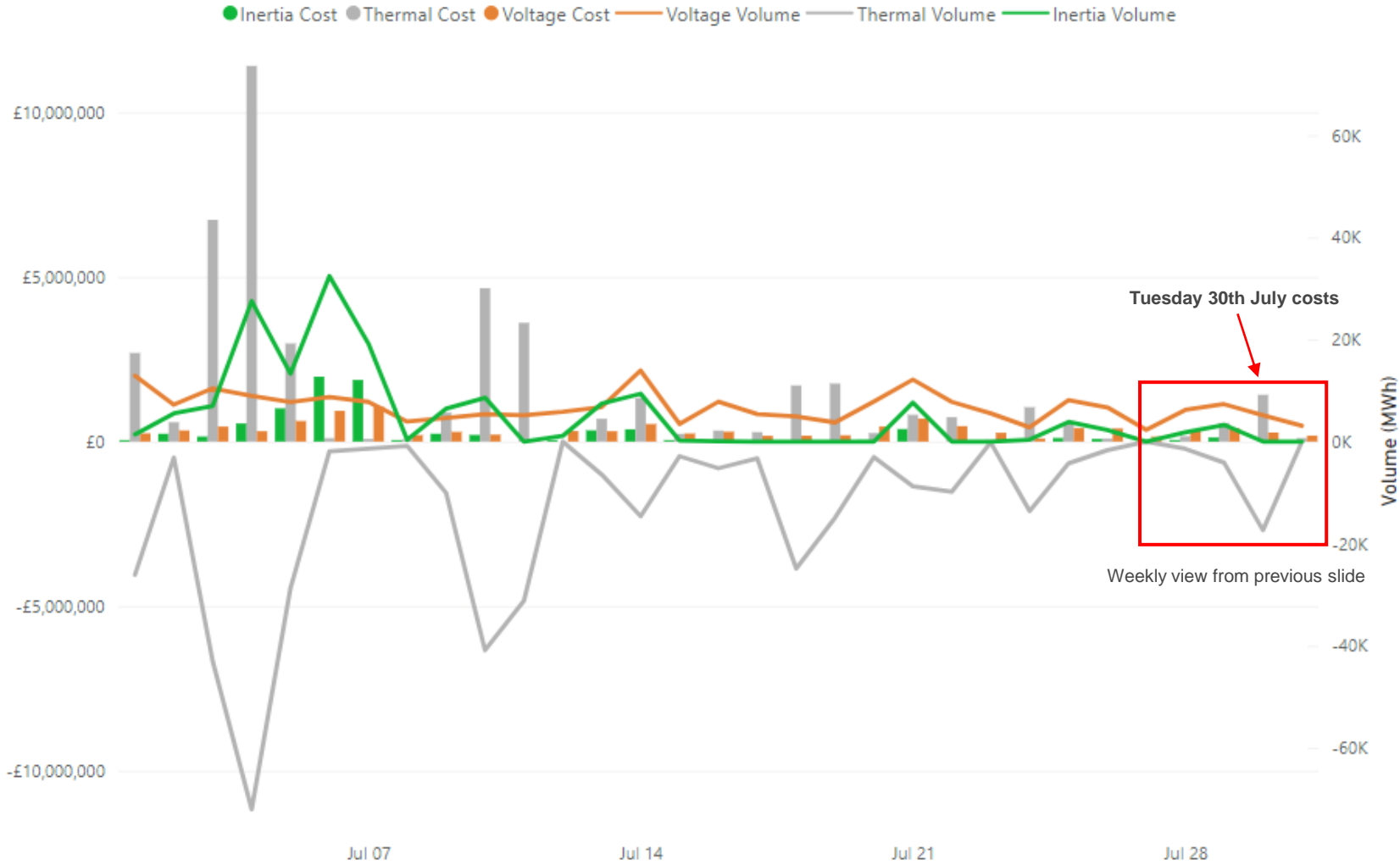
Sum of Thermal Cost

Share of cost



# ESO Actions | Constraint Cost Breakdown

Date: 7/1/2024 - 7/31/2024



**£11.2M**

Sum of Voltage Cost

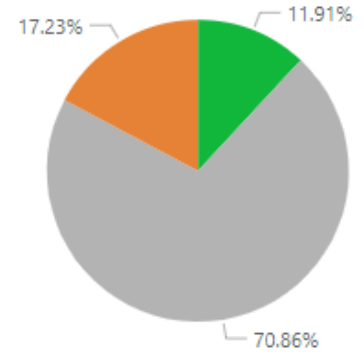
**£7.7M**

Sum of Inertia Cost

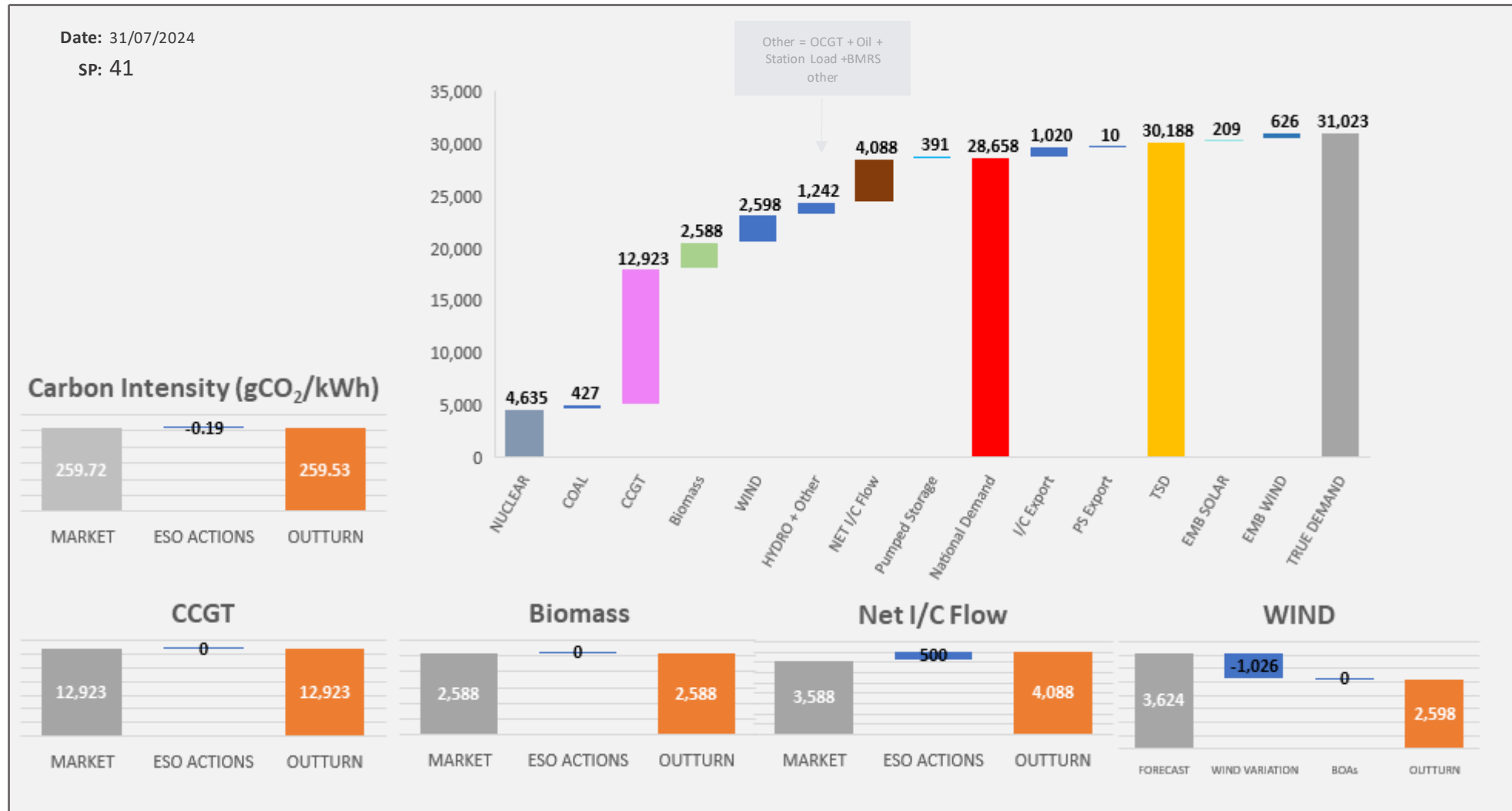
**£45.9M**

Sum of Thermal Cost

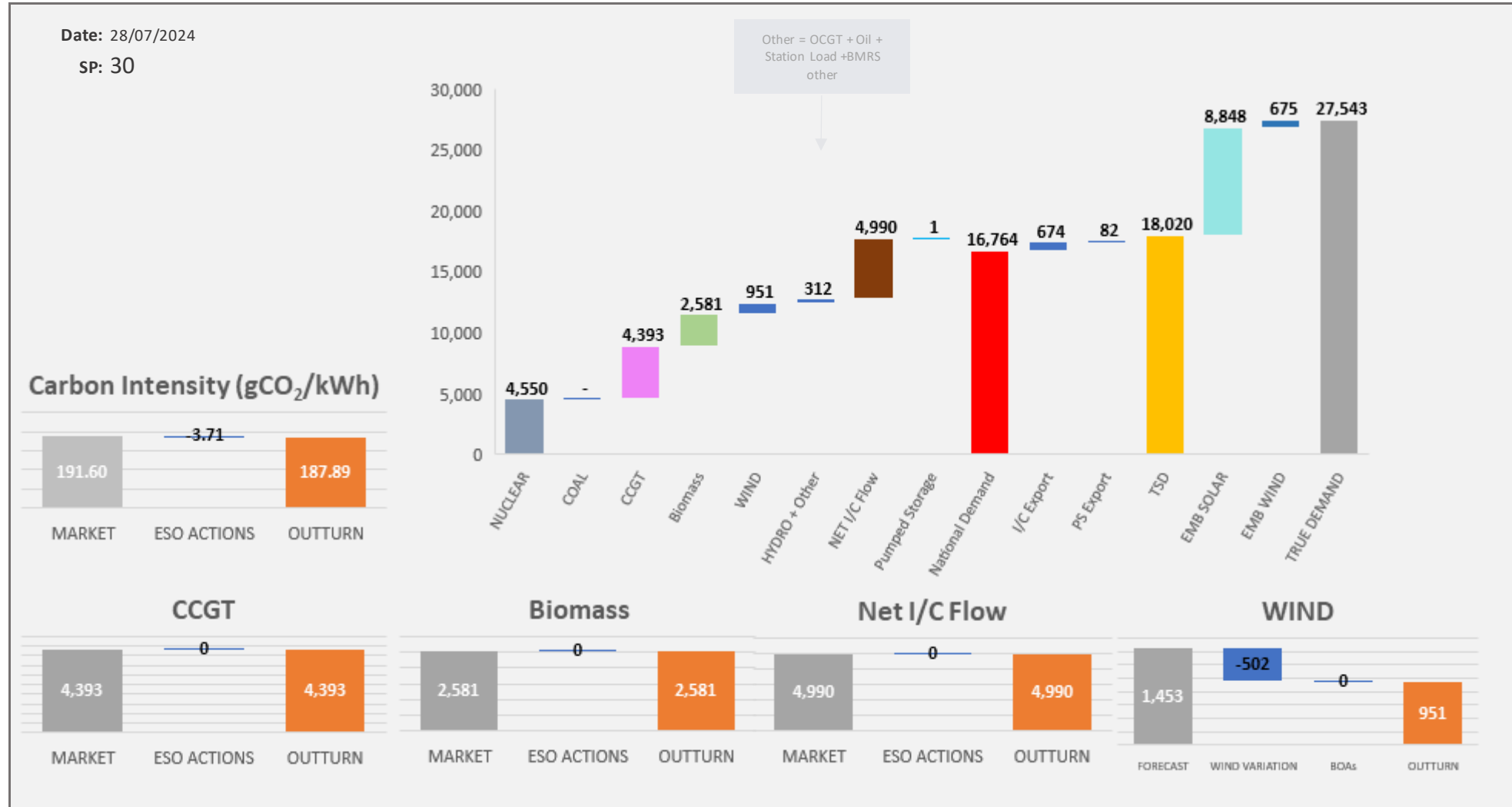
Share of cost



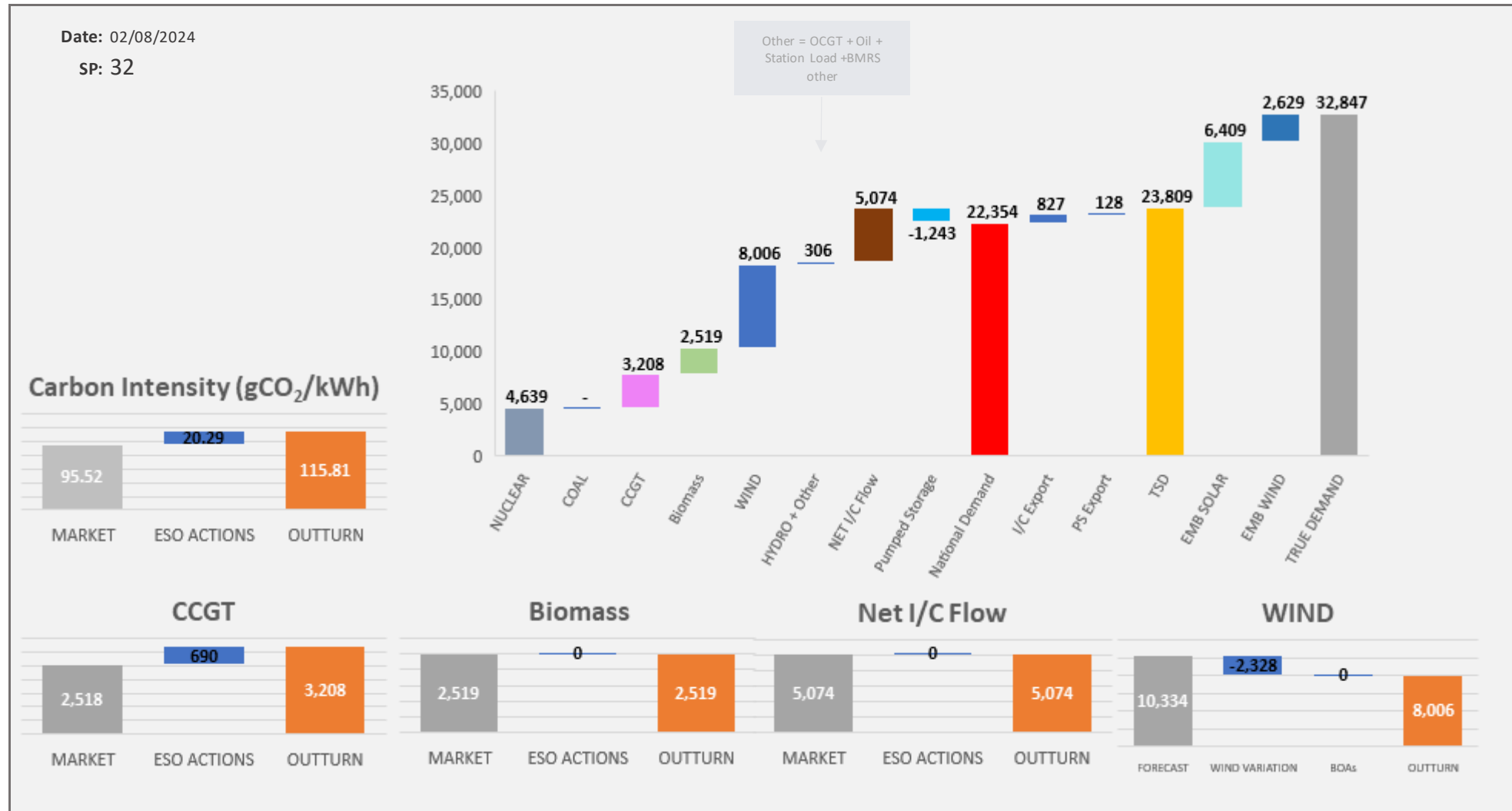
# ESO Actions | Wednesday 31st July – Peak Demand – SP spend ~ £16k



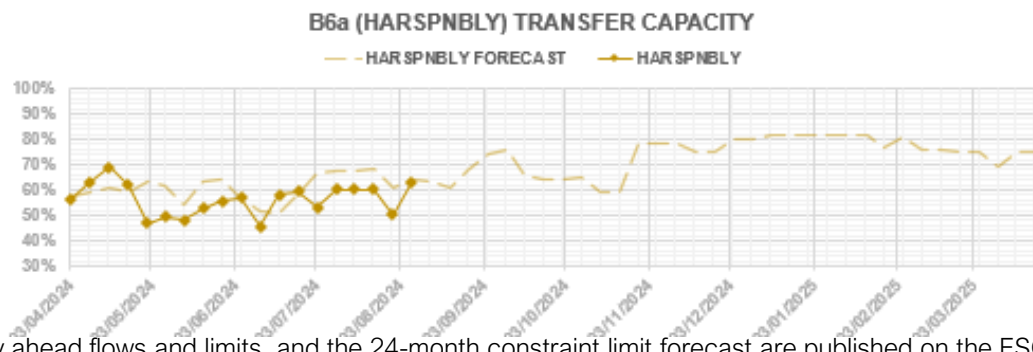
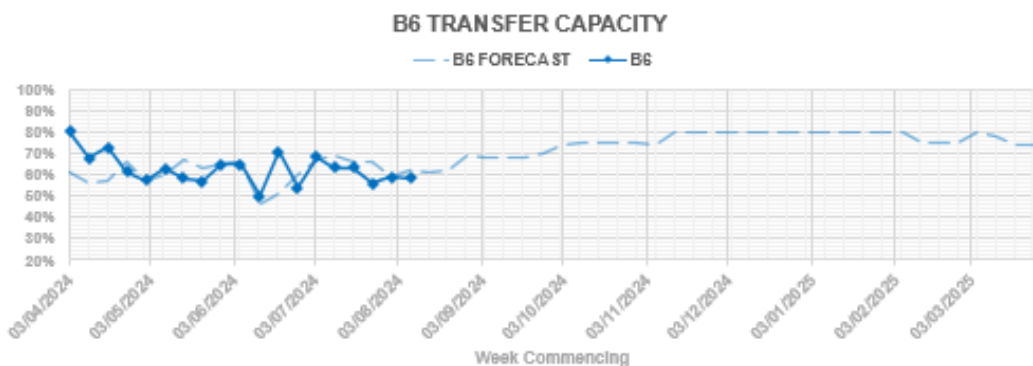
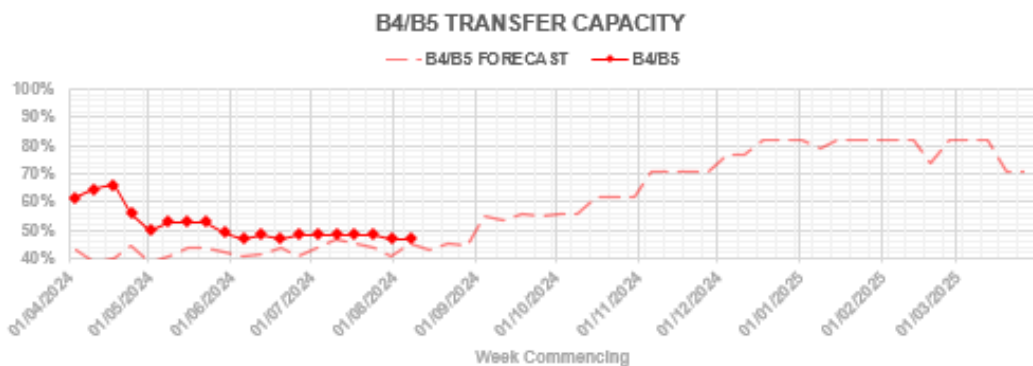
# ESO Actions | Sunday 28th July – Minimum Demand – SP Spend ~ -£3k



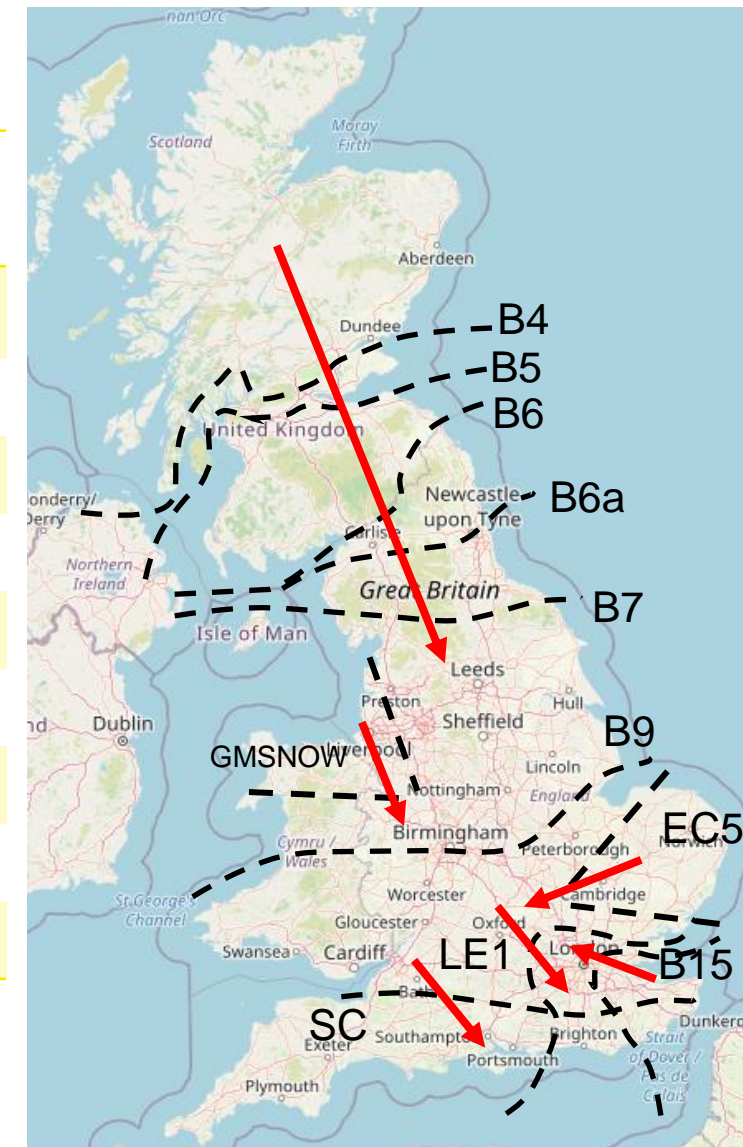
# ESO Actions | Friday 2nd August – Highest SP Spend ~ £116k



# Transparency | Network Congestion



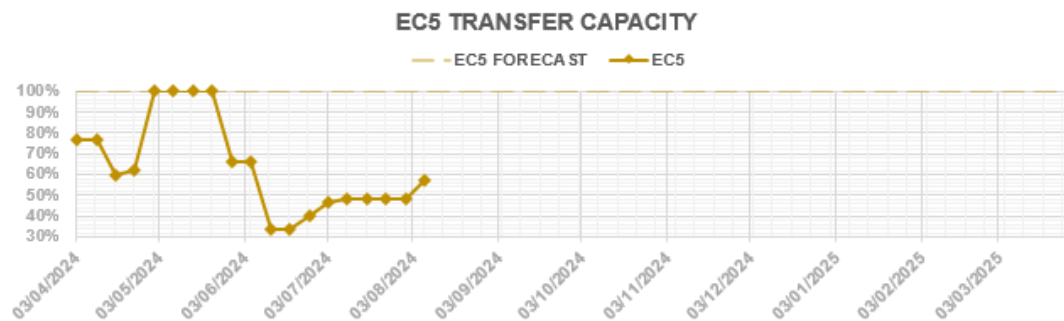
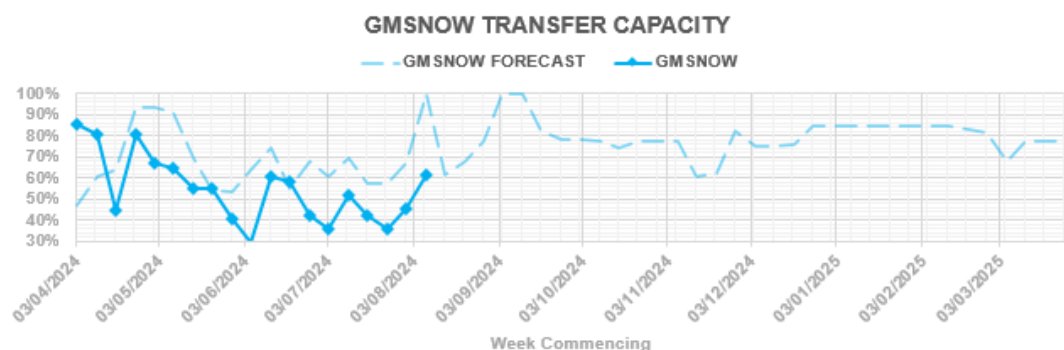
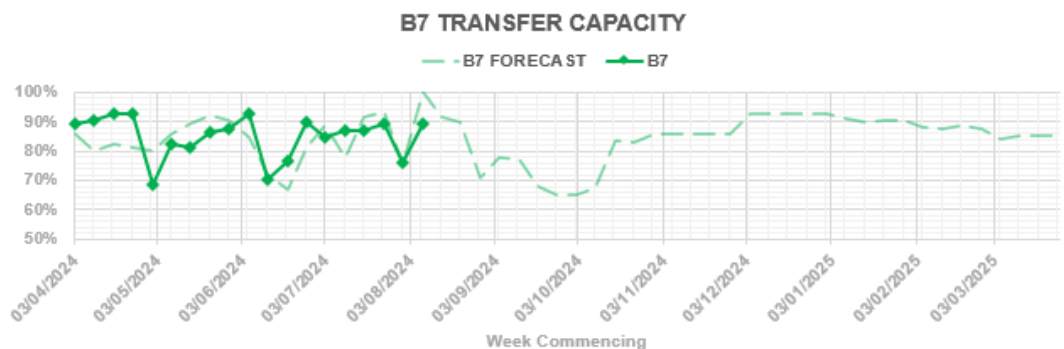
Boundary	Max. Capacity (MW)	Current Capacity (%)
B4/B5	3400	47%
B6 (SCOTEX)	6800	58%
HARSPNBLY	8000	63%
B7 (SSHARN)	8325	89%
GMSNOW	4700	62%
EC5	5000	57%
LE1 (SEIMP)	8500	68%
B15 (ESTEX)	7500	57%
SC1	7300	100%



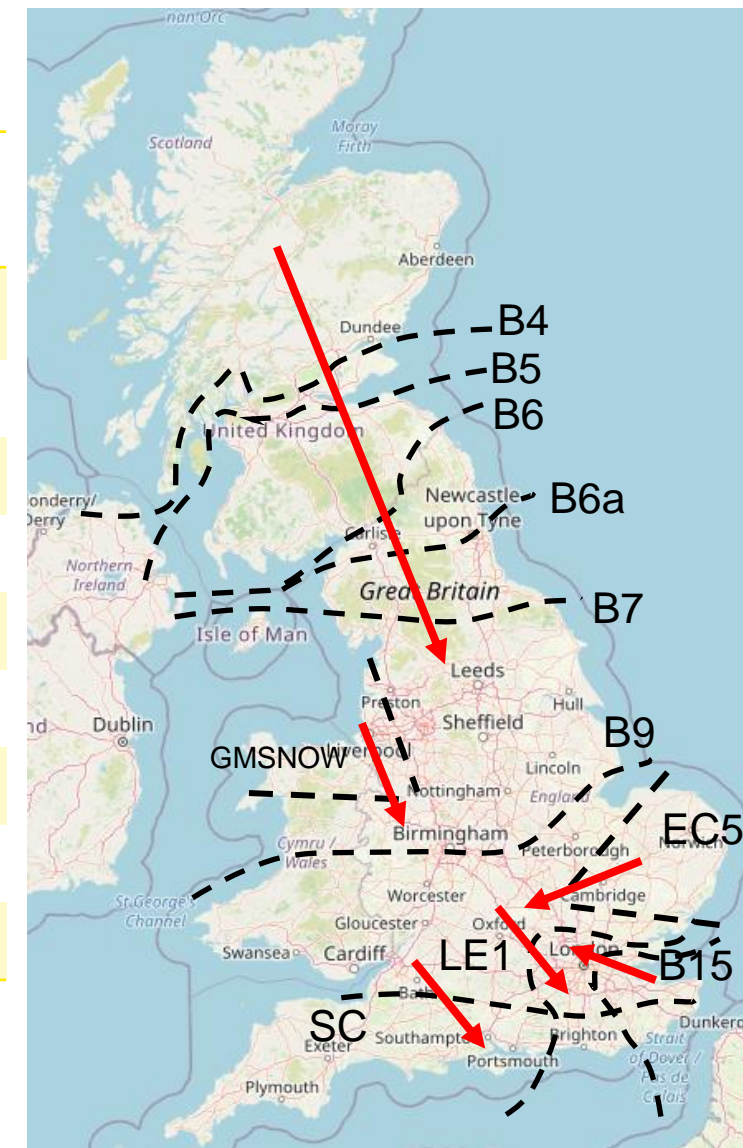
Day ahead flows and limits, and the 24-month constraint limit forecast are published on the ESO Data Portal: [Constraints Management](#)

(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



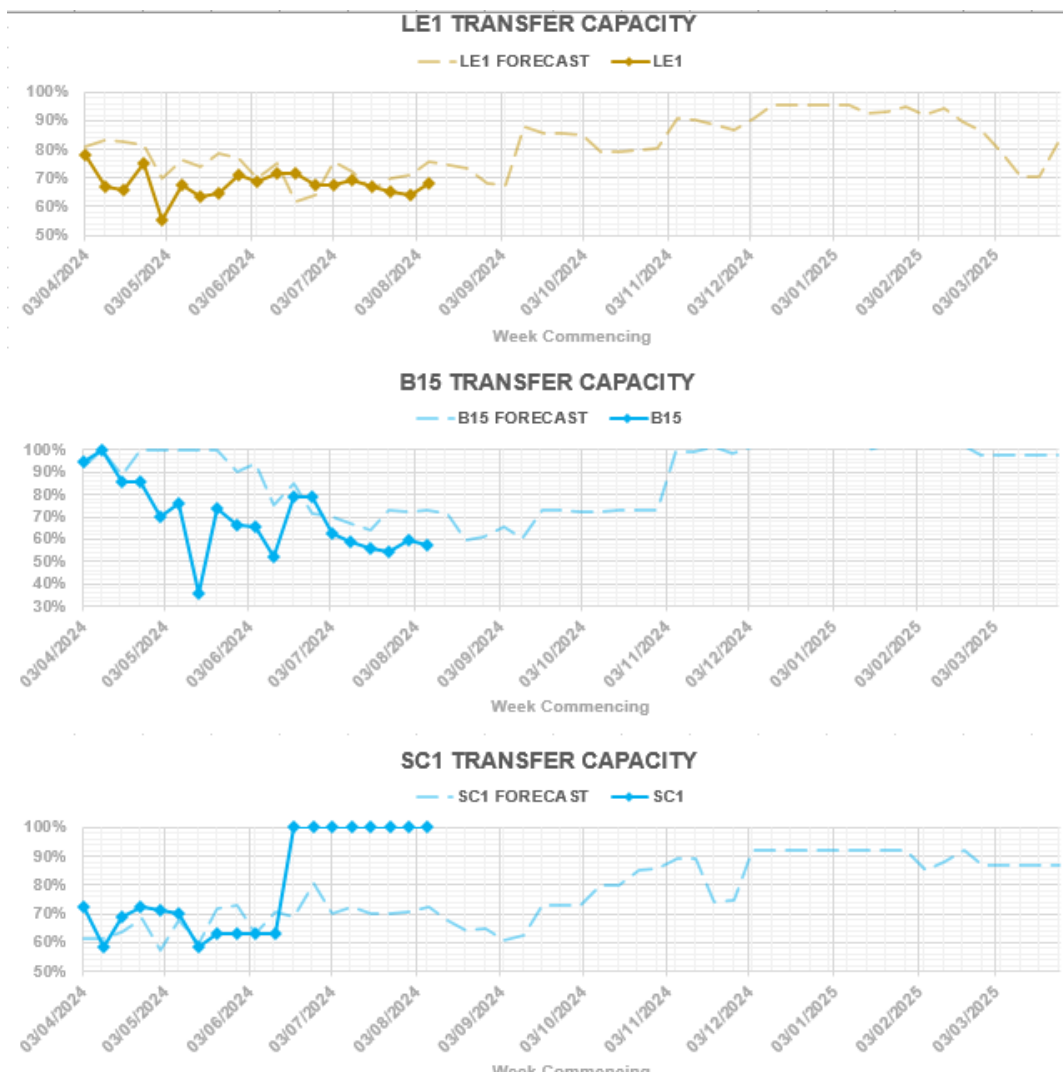
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B7 (SSHARN)	8325	89%
GMSNOW	4700	62%
EC5	5000	57%
LE1 (SEIMP)	8500	68%
B15 (ESTEX)	7500	57%
SC1	7300	100%



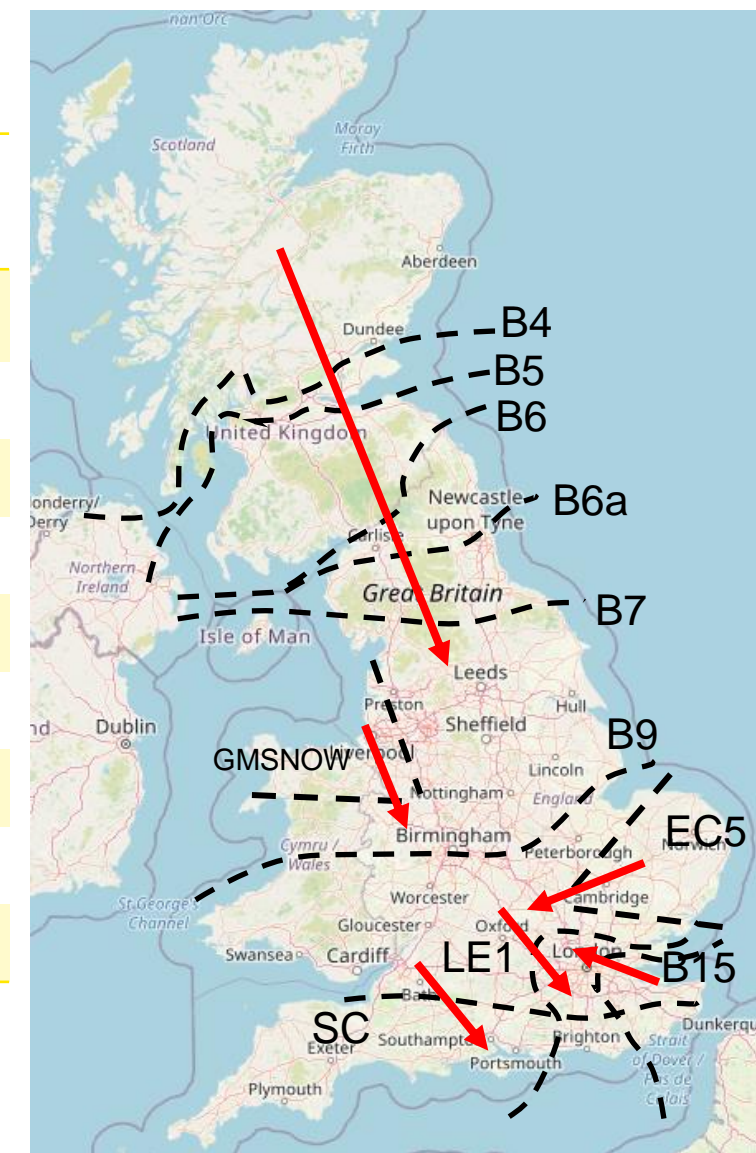
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# Transparency | Network Congestion



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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)



## Clarification: Fault Ride Through Question

Q: Is there any requirement to ride through high voltage faults through above 1.1pu and if so where is this specified in the grid code?

Answer given last week:

The current Fault Ride Through requirement does not cover over voltage requirements, however it will be discussed under the GC0155 modification.

Corrected answer:

The main source of temporary overvoltages on the system is generating units/power park modules injecting reactive current into a weak system. In most cases, this happens for a short duration following fault clearance. It may also happen during normal operation due to excessive reactive power injection from a generating unit/power park unit into a weak system with healthy voltage system or not scaling back their injection as required following a voltage rise.

Temporary overvoltages arising following fault clearance up until steady state has been reached are captured by the existing fault ride through requirements (CC.6.3.15 and ECC.6.3.15). Generating Units are expected to ride through the voltage levels they encounter. GC155 aims to place a realistic cap on the magnitude of such overvoltage and therefore remove the User's obligations to ride through any temporary overvoltages above that cap.

Temporary overvoltages arising due to generating units/power park modules injecting reactive current into a healthy weak system at high voltage are likely to be the result of an inappropriately designed control system and would constitute non-compliance with the requirements of CC.6.3.8/ECC.6.3.8.

In addition, the presumption that it is okay that generation trips once the temporary overvoltage exceeds the steady state limits does not only ignore the nature of power system transients and imply that generation could trip due to some switching events and following normal unbalanced faults.

## Previously asked questions

Q: Are you concerned that poor BM utilisation on BESS, especially when RtM providers are pricing significant portfolios below market prices will hinder investment in BESS, with RtM providers being a driving force in reducing returns on BESS asset class? e.g. offers £104, market £115+ gate open.

A: Comparing the 3 months before OBP went live to the latest 3 months (May, June, July 2024), the average dispatch volume (MWh per day) of batteries has increased from 659 to 2,314 (251% increase). The number of daily instructions has increased from 217 to 1,548 (615% increase).

The battery share of the total BM dispatch volume has increased from 1.5% in December 2023 to 5.9% in July 2024 offsetting carbon emitting generation. This represents a 40 GWh increase in dispatch volume of Batteries in the Balancing Mechanism for July 2024 compared to December 2023.

Q: SP22 on 30/07 I believe has an incorrect NIV and cashout price. ESO said to ask Elexon about it, but Elexon always say 'we just publish the data we're given, talk to ESO about it'. I have been in this limbo countless times over the years - is there a more productive approach we could embrace?

A: We have been in touch with our contacts at Elexon and they have confirmed that they are responsible for calculating and reporting cashout prices, based on the BSAD and BOA data that ESO submit.

Elexon has advised that the best route for this type of query is to raise a case via the Elexon Support:

<https://support.elexon.co.uk/csm>

On the specific query: The cashout price is currently reported as £41.66/MWh for SP22 on 30/07/2024. The Elexon team are currently investigating what caused the price to be initially reported as £1/MWh.

## Previously asked questions

Q: Thanks for answering the Q re: the 100MW extra DC procurement from operating system at lower 120GVAs as recommended in FRCR. you stated its not actually being procured as Ofgem not signed it off so is it really needed? or is there a risk running system with lower inertia without this safety net?

A: Thanks for your question. The recommendation is given in FRCR 2024 based on the analysis that, at 120 GVA.s inertia, procuring additional DC by spend some more £ (based on current market liquidity and price) could help improve system security beyond current level of risk. By doing this we could secure a large portion of BMU + Vector Shift losses and simultaneous events, versus the BMU only losses we currently secure.

There is no compromise in system security risk before or not implementing this additional DC response procurement of 100MW and we always ensure the adequate procurement of DC. FRCR 2024 made a step forward and validated the benefits to secure beyond BMU only events; FRCR 2025 aims to continue exploring the benefits (cost vs. system risk) of securing all BMU+VS losses.

Q: transmission system demand had a very unusual shape last Weds (24th July) with demand out-turning significantly higher than forecasts for the afternoon and into the peak. does ESO know what was behind this?

A: ND (National Demand) doesn't appear to have a particularly unusual shape, and forecast error is not much larger than usual.

TSD (Transmission System Demand) is ND + I/C (Interconnector) exports + Pump storage pumping + station load, so this would suggest the discrepancy lies in either I/C exports or pump storage pumping.

Please see the dataset Demand Data Update | ESO ([nationalgrideso.com](https://nationalgrideso.com)) which may help explain/diagnose.

## Previously asked questions

Q: what were the reasons why you didn't answer the outstanding Qs again?

A: We endeavour to provide answers to outstanding questions as quickly as possible but sometimes we are unable to due to SME availability. This is particularly true over the summer holiday season. We include outstanding questions in the slides so that participants can see that we haven't forgotten about their questions.

Q: Am I correct in thinking ESO should be NESO by now (July)? What is the latest on this?

A: As set out by the new Government in a press release on 9 July, we are still aiming for NESO to be established in 2024. [Chris Stark to lead Mission Control to deliver clean power by 2030 - GOV.UK](https://www.gov.uk/government/news/chris-stark-to-lead-mission-control-to-deliver-clean-power-by-2030) ([www.gov.uk](https://www.gov.uk))

Q: How many LONs or IONs are issues to address FRT issues in a typical year? How long do these restrictions on generator output typically last for?

A: We do not track LONS/IONS specifically triggered by FRT non-compliance.

If and when there is a restriction, this lasts as long it takes to resolve the non-compliance issue.

## Previously asked questions

Q: What is the relationship between Fault Ride Through, and domestic roof top solar, and growing small SME sub primary substation generation assets, I would imagine that they are currently considered "de minimis" but I wondered if they could become materially significant at some point for FRT?

A: Due to the low MW rating involved, the owners of roof-top solar panels are unlikely to be parties to the Grid Code (GC) therefore GC's fault ride through (FRT) is not applicable to them. They, however, need to comply with the distribution code (EREC - G99) which contains relevant FRT requirements.

G99 FRT requirements are tiered. Type A connections (up to 1MW - likely to include the majority of roof-top solar sites) are not obliged to have FRT capability unless they intend to provide services to the DNOs. Type B connections are required to ride through faults provided that voltage dips are above a certain level.

In the future, if the materiality of inability to ride through faults associated with Type A connections increases, there may be a need to revise the 1MW threshold to a lower level such that a larger percentage of embedded generation capacity is required to be able to ride through faults.

## Previously asked questions

Q: How was the B4 capability calculated? You have listed this at 49% this week. There are currently outages on this boundary and I know that this outage combination will be secured against the next double cct fault. I am not sure I understand the figure you have ended up at.

A: The constraint limit (capability) is calculated based on securing for the worst single transmission loss. This could be a single circuit, SGT (Super Grid Transformer), Busbar, or a credible double circuit fault. We must ensure that following the worst single loss, that there is no unacceptable overloading of transmission assets, unacceptable voltage conditions, loss of stability, etc. as laid out in the SQSS. As mentioned, there are a couple of outages along the B4 boundary currently, this reduces the capacity of the constraint and currently this has been calculated to be 49% of the intact capacity. This means that with no outages the limit would be 100%, so currently it could be said that the constraint has approximately half the capacity. I hope this clarifies how we get to that figure more information can be found on the constraint deep dive we did in (20/09/2023).

## 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](mailto: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 was removed**

ⓘ 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](mailto: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](mailto: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](mailto: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 3<sup>rd</sup> to May 31<sup>st</sup>** 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.