

Public

Ref: FOI/24/0012

National Energy System Operator

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Dear requester

## Request for Information

Thank you for your request for information which we received on 18 November 2024. We have considered your request under the Freedom of Information Act 2000 (FOIA).

## Request

You asked us:

*Can I request a list of demand connections onto the network under the freedom of information please?*

## Our response

We can confirm that we hold information which falls within the scope of your request. However we estimate that the cost of meeting your request would exceed the appropriate cost limit of £450 specified in the [Freedom of Information and Data Protection \(Appropriate Limit and Fees\) Regulations 2004](#). This equates to 18 hours of staff time spent in determining whether NESO holds the requested information, and locating, retrieving and extracting it, calculated at a standard rate of £25 per hour. Under Section 12 of the FOIA, NESO is therefore not obliged to comply with your request and we will not be processing it further.

We do not currently maintain a demand register. We have previously had enquiries about providing a demand register and are considering this as a development piece outside of the FOIA, but it would take some considerable time to produce. The data is currently held in various data

sources including contracts, and would need to be extracted from these sources, reviewed and consolidated.

This concludes our response to your request.

### **Advice and assistance**

Under Section 16 of the FOIA we should provide advice and assistance so far as it would be reasonable to expect a public authority to do so, in order to help you refine your request so that it falls within the appropriate cost limit. Given the scope of your request and the considerable amount of time that compiling a full list or register would take, it is difficult to give meaningful advice on how to do this, but if there is a more limited scope that you would be interested in, please let us know.

We will consider any revised request that you submit as a new request. Please note that requests framed by the cost limit where a requester asks for searches until the cost limit is reached, are not valid requests under the FOIA.

The Information Commissioner's Office (ICO) publishes various guidance on accessing information held by public authorities. You may find this guidance helpful: [How to access information from a public authority | ICO](#).

The three Transmission Owners are likely to hold this information in a more accessible format, so an alternative would be to you contact them to request this information.

### **Next steps**

You can ask us to review our response. If you want us to carry out a review, please let us know within 40 working days and quote the reference number at the top of this letter.

If you are still dissatisfied after our internal review, you can complain to the Information Commissioner's Office (ICO). You should make complaints to the ICO within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: [www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints). Alternatively, they can be contacted at: Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Thank you for your interest in the work of the National Energy System Operator (NESO).

Regards,

The Information Rights Team

National Energy System Operator (NESO)