

Public
FOI/24/0007

National Energy System Operator
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29 November 2024

Dear requester

Request for Information

Thank you for your request for information which we received on 1 November 2024. We have considered your request under the Freedom of Information Act 2000.

Request

You asked us:

- *Does your body use physical fax machines?*
- *If yes, how many fax machines does your body have?*
- *Does your body have an on-premise fax infrastructure (no physical fax machines, but a fax server hosted by your body)?*
- *How much does faxing cost your body each year?*

Our response

We confirm that we hold some information in scope of your request.

We have 18 fax machines in total across our sites. These are being phased out of use. We do not have an on-premise fax infrastructure.

In terms of the annual cost of fax machines, we estimate this to be minimal in that we have not purchased any fax machines for some time and fax machines would be fully depreciated. We have not purchased any fax toner during the current financial year at least. There will be some costs for paper and for staff time checking for or handling faxes which we do not measure or hold. In addition there will be proportions of line rental and electricity costs that we are not able to easily extract from accounting information.

Our response for this part of your request, therefore, is that we do not hold full costing information in relation to faxes. We do not hold information for most of the constituent parts of a costing and we estimate that trying to pull out further cost information from accounting information is likely to exceed the FOI appropriate cost limit of £450 and result in incomplete data which would be unhelpful and misleading.

This concludes our response to your request.

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. 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)