



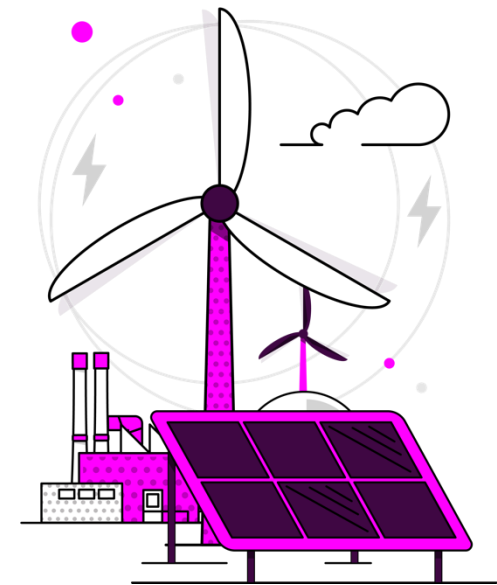
# Operational Transparency Forum Survey 2023: Updates

January 2025



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# 1. Introduction



# 1. Introduction

The Operational Transparency Forum (OTF) 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 also signposts other NESO events, provides deep dives into focus topics, and allow industry to ask questions.

In December 2023 we conducted a detailed survey of the Operational Transparency Forum (OTF). The aim of the survey was to understand how the OTF is meeting customer expectations and what improvements we could make to increase customer value.

The survey was sent to all 1000+ registered external participants via email and advertised at the OTF to allow participants who are not registered to complete the survey.

The survey asked respondents to provide scores and feedback comments on each aspect of the survey. A detailed report of all the survey responses, and our plans to address the feedback was published on the OTF webpage in June 2024 with a summary presented at the [OTF webinar on 26 June](#).

This update builds on the previous report to detail the changes we have made to incorporate the feedback/suggestions, or an explanation as to why we have not made the changes requested. Responses to individual comments are listed later in this update.

High level changes to our approach include:

- Introducing National Energy System Operator (NESO) branding, communications and website
- Implementing the more efficient NESO subscriber process and reaching over 2,000 subscribers
- Extending our internal engagement. The OTF is now supported by experts and colleagues from an increasingly wide range of NESO directorates
- Reviewing our approach for preparing and presenting the weekly forum, incorporating feedback from the survey to develop and share best practise
- Expanding the subject matter for our weekly focus topics and deep dives. Although there was reduced content as we prepared for the transition to NESO, we still delivered 31 deep dives into focus topics in 2024 compared to 28 in 2023

As NESO, we are focused on understanding the needs of our customers and our impact on them, recognising that our decisions have consequences both in real time and in the future. To ensure the OTF continues to develop and meet the needs of our customers who join this operational forum, we are publishing a further survey reflecting on the OTF throughout 2024.

# 2. Key Themes

Specific to Operational Transparency Forum  
Cross-NESO



# 2. Key Themes

Four key themes appeared in a high proportion of the survey responses. Two related specifically to the OTF, and two cross-NESO.

## OTF-Specific

### Requiring names when asking questions during OTF via Slido

#### **Feedback received:**

This was contradictory – some people like seeing who has asked questions and have asked us to include names in the *'Previously asked questions'* slides. Other people are concerned that requiring names could lead to harassment on social media.

#### **ESO Response:**

We have received differing feedback on our approach asking for and including names in Q&A. We understand both perspectives and hope our approach is a fair compromise.

We continue to receive wide ranging questions through all of the available channels. Many are answered live, the remainder are tracked in the webinar until an answer can be provided.

Occasionally questions are too complex or specific to be answered appropriately within the format of the weekly forum, where possible the person asking the question is connected with the appropriate NESO team.

#### **Asking questions through the OTF:**

We require full names or organisations in the live Q&A via Slido but we will not publish the names in the Q&A log or on the previously asked questions slides.

If individuals would prefer to remain anonymous to the forum when asking questions, there are two methods available which are advertised at the start of each OTF session.

- Using the advance question form. Questions asked in this way will be included in the slide pack the following week without names.
- Via [box.NC.Customer@nationalgrideso.com](mailto:box.NC.Customer@nationalgrideso.com). Questions asked in this way will be responded to directly, unless we are explicitly asked to include the answer in the OTF.

## Naming individual units

### Feedback received:

The survey and regular comments in the weekly webinars asked us to reconsider our position of not commenting on individual Balancing Mechanism Units (BMU) as this provides useful insight and is often available in published data.

### ESO response:

We appreciate your feedback, and we have reviewed our position concerning comments on individual BMUs and will now follow these principles:

#### Principles for naming individual BMU at the OTF

- We will name individual BMUs if the information is already in the public domain (i.e., is it obvious from published datasets). For example, if an interconnector tripped and this is visible from published data.
- We will not name individual BMUs if this information is not available from published datasets (e.g., if it is only mentioned in news articles).
- We will not comment on individual BMU market activity and behaviours. This includes not publishing questions asked in the OTF about specific actions of individual parties.



## Cross-NESO

### Scheduling of events

#### Feedback received:

Survey respondents pointed out there was no comprehensive list of events and while the OTF was useful to gain visibility this did not provide a complete picture. There were also examples of clashes between ESO events forcing participants to prioritise.

#### NESO response:

We're really grateful for your feedback on how we organise and promote our events.

We're working to improve our internal planning to reduce conflict with other major industry events and other ESO events. When we became NESO we completely refreshed our website to include more information about [news and events](#) including provided a comprehensive [Calendar](#).

We updated the subscription form for our [weekly newsletter](#) for you to tell us what areas of our work you are interested to hear about, including the option to sign up for regular events including the OTF.

## Virtual vs in personal attendance at NESO events

### Feedback received:

The OTF participants regularly expressed the view that not all NESO events were fully accessible and suggested all events should have a remote attendance option. There was frustration this feedback had not been addressed.

### NESO response:

NESO is committed to engaging with industry in an inclusive way. Whilst ultimate decision making will remain with individual teams hosting events, there is now strong guidance in place that events should be widely accessible to customers. For example, hosted as virtual or hybrid events unless there is a clear customer need for an event to be in-person only.

We have considered how we host our events to make them as accessible as possible.

For example:

- The [Markets Forum](#) in particular trialled an online only event, with a recording available in advance to make the content more digestible and then a follow-up, live Q&A session to enable better discussion on the hot topics.
- The December 2024 webinars presenting the Frequency Risk and Control Report utilised pre-recorded content to ensure the NESO team could concentrate on managing and responding to participant questions live.



# 3. Regular content

Signposts to other events

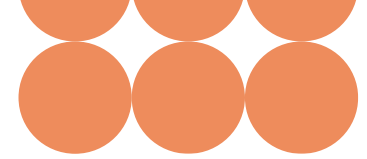
Demand Outturn

Margins

Balancing Costs

Network Congestion





# 3. Regular content

This section contains all feedback comments provided in the survey. We have also included feedback received on similar topics after the survey closed. All comments are included in their original unedited form.

## Signposts to other events

Rather than repeat the NESO response for several lines of the table we have provided a consolidated response in the box below.

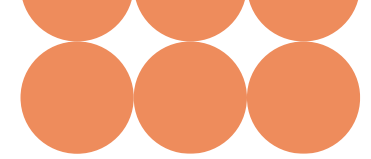
### **NESO Response**

We are grateful for your feedback on how we organise and promote our events. Specifically, at the OTF we are providing a summary slide each week with links to the details of events, consultations, etc. This removes the repetition of detailed slides over several weeks and makes it easier to find event details.

As explained in an earlier section we have also been working to improve our internal planning to avoid conflicts with other major industry or NESO events. When we became NESO we completely refreshed our website to include more information about [news and events](#) including providing a comprehensive [Calendar](#).

We also updated the subscription form for our [weekly newsletter](#) for you to tell us what areas of our work you are interested to hear about.

During 2025 we are planning work to improve NESO's digital engagement and will be seeking feedback on the website including the calendar



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**# Survey Comment**

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1.1 Very useful

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1.2 Keep doing what you are doing.

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1.3 You do repeat the same events quite a lot - like 4 weeks in a row! Just put one slide of - we told you already here is the link?

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1.4 Helpful - but please make sure stakeholders are also being told about these by the dedicated teams in a timely manner. I partly watch OTF because dedicated teams don't update stakeholders.

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1.5 Some key events are missing, or overlapping, or in person only, which isn't possible within our company.

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1.6 As has been discussed in forums- often these events are conflicting with others inc OTF and signposted at OTF at a late stage- a more complete aggregate list should be assembled on website and pointed to. Further, every effort should be made for events to be virtual or hybrid if they are intended for maximum industry appreciation- there is limited value flagging close session events with limited places last minute in an OTF meeting.

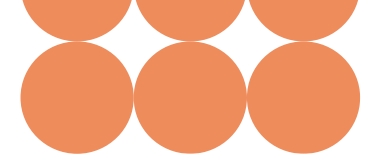
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1.7 It's quite difficult to keep track of all the ESO events and the OTF is a good place to get visibility of them. That said, more coordination should be done ESO-wide to avoid clashing events. Also, when events are rescheduled, often this is only communicated to people who have already signed up, which means that people who clashed with the initial date don't get a chance to see the new date.

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1.8 shouldnt need this, should just be a webpage with all upcoming ESO event to refer to

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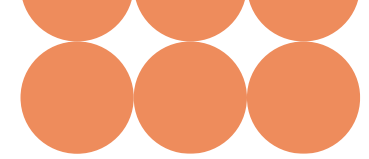
## Demand Outturn

### NESO Response

We were very interested to hear your thoughts on this content and have provided response to individual comments below.

In particular, in response to 2.7 below we have added the distributed generation table to the weekly presentation.

| #   | Survey Comment  | ESO Response  |
|-----|---|---|
| 2.1 | The "regular content" sections are only interesting when things have happened which are unusual or unexpected. For example, if demand f'cast differs largely from out-turn that is interesting, but otherwise showing the min/max demand for the week is not that exciting. | We agree with the sentiment of this comment. We do call out anything usual that has happened across the week - for example unusual demand patterns over Christmas/football tournaments/royal events. We will start adding comments on the slides for those who are viewing the slides post event. |
| 2.2 | Tends to be slide-reading rather than insight. The useful parts are not the forecast itself, but *why* the forecast says what it does   | This slide is included to provide information for the week ahead and it is not clear to us how to apply this feedback directly. However, we have reviewed the slides and the data available to us ahead of the OTF and will consider whether there are items of interest we can include.          |
| 2.3 | Useful to see what happened. Would like solar and wind stripped out so we see "real" demand.  | What is referred to here as the 'real' demand is already shown by the black line on the graph. The contributions of embedded solar and wind are included to provide the more complete picture.  |
| 2.4 | Useful for peak demand and forecast deltas  | Thank you for your support.   |



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2.5 Keep doing what you are doing

Thank you for your support.

2.6 not really of interest

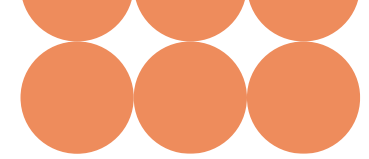
We recognise the OTF has a wide range of participants and not all topics will be of interest to everyone.

2.7 Please could you add emb. Solar outturn to your Tx demand slides as its clear from the slides below that its making a big difference to what Tx demand is needed, more than wind on these extreme cold days (which are typically sunny). I think I've raised this point and question before so it would be good to understand if it can be done especially given how much solar is due to increase going forward.

Going forward we will include the maximum contribution level from embedded solar and embedded wind generation for each day on the slide.

**Clarification requested and received:** request to add maximum contribution per day for embedded wind and solar.

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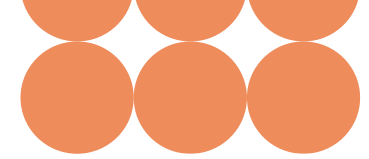
## Margins

### NESO Response

This feedback was very useful. The margins slide was originally included in the weekly forum during the winter season in response to our published Winter Outlook reporting expected tight margins for winter 2022/23 and 2023/24.

- Although the Winter Outlook for 2024/25 did not expect margins to be as tight as previous years, in response to survey and webinar feedback the slide has been reinstated into the OTF slide pack from 8 January 2025
- We will review the situation later in the spring, but we expect to continue this content all year round.

| #   | Survey Comment  | ESO Response  |
|-----|---|---|
| 3.1 | The "regular content" sections are only interesting when things have happened which are unusual or unexpected. For example, if demand f'cast differs largely from out-turn that is interesting, but otherwise showing the min/max demand for the week is not that exciting. | This slide is included to provide information for the week ahead and it is not clear to us how to apply this feedback directly. However, we will review the slides ahead of next winter and consider whether there are items of interest we can include |
| 3.2 | not really of interest  | We recognise the OTF has a wide range of participants and not all topics will be of interest to everyone.   |
| 3.3 | feel it calms the market.   | Thank you for your support.   |
| 3.4 | Margins can be useful for market conditions   | Thank you for your support.   |

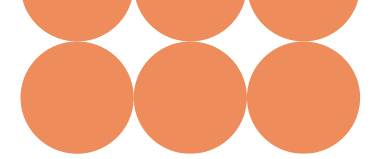


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|-----|---|---|
| 3.5 | clearly the same focus on summer operability consideration as winter capacity margin should be considered; as the two have similar materiality on overall system cost and security. will leave the ESO to consider how best to do that. | We will consider this feedback as we move through the summer and provide updates where appropriate. |
| 3.6 | Is it possible to add a comment to your margin slide to highlight if there is any risk of an NRAPM event being called in periods of low demand/high wind across the UK & interconnected countries?                                      | We will consider this feedback as we move through the summer and provide updates where appropriate. |
| 3.7 | Very useful to understand the ESO's view of margins in winter   | Thank you for your support.   |
| 3.8 | Keep doing what you are doing   | Thank you for your support.   |

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## Balancing Costs

### NESO Response

We appreciate the information shared at the OTF is high level and does not provide the level of detail many survey respondents would prefer. However, the early indicative view of the previous week's balancing costs we provide does meet the needs of some OTF participants. This does not mean the slides can't be improved, particularly where there are opportunities to provide more insight.

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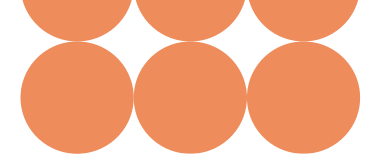
### # Survey Comment

### ESO Response

|   |  |
|---|--|
| 4.1 The "regular content" sections are only interesting when things have happened which are unusual or unexpected. For example, if demand f'cast differs largely from out-turn that is interesting, but otherwise showing the min/max demand for the week is not that exciting. | We agree with the sentiment of this comment, however these slides do meet the needs of some OTF participants. This does not mean they can't be improved, particularly where there are opportunities to provide more insight. We have reviewed our approach and the data available to us ahead of the OTF with the intention of adding more flavour to the reports. We will also start adding comments on the slides for those who are viewing the slides post event. |
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4.2 Nothing useful, all in MBSS and doesn't deal with details enough of why actions have been taken

We appreciate the information shared at the OTF is high level and does not provide the level of detail you would prefer. However, the early indicative view of the previous week's balancing costs we provide does meet the needs of some OTF participants. This does not mean the slides can't be improved, particularly where there are opportunities to add more insight. In contrast, the MBSS is prepared from a more comprehensive dataset made up of post-settlement data and ancillary service costs. The MBSS is published monthly, typically 5-6 weeks after month end (e.g., January's report is published in early March). This additional time allows for the collation of the ancillary services data and the more detailed analysis of costs. It is good to hear you find this useful

4.3 Useful to highlight areas of concern / importance. More valuable would be explaining why particular costs were disproportionately high, rather than just reading the waterfall chart as-is.

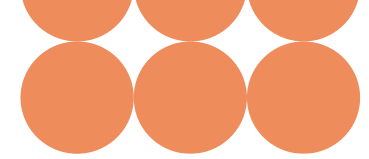
The balancing cost slides provide an early indicative view of balancing costs (before settlements). We currently report the costs for Monday-Sunday on Wednesday which means the analysis must be complete by COP Tuesday. It is not possible to provide more detailed information in this timeframe.

4.4 verbal commentary provided is mechanical - don't just tell us what we can see on the slides ..... what the audience really wants to know is why actions were taken ..... give us more colour rather than just telling us what we can read from the slide already ..... e.g. why did ESO reverse interconnector flow by 6GW when market prices signalled 3GW exports to the continent ..... was it for reserve, was it due to transmission issues (if so where on the system), etc

We will start reporting costs for Sunday-Saturday which will allow us to provide more insight in our voiceover, rather than explaining the costs shown in the graphs.

4.5 Fairly top level

We also commit to providing a monthly summary of balancing costs which will allow us to provide detail on the 'why'.



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4.6 Terrible, we want to know what actions and costs you took and what assets they are

We appreciate the information shared at the OTF is high level and does not provide the level of detail you would prefer. However, the early indicative view of the previous week's balancing costs we provide does meet the needs of some OTF participants. This does not mean the slides can't be improved, particularly where there are opportunities to add more insight. Detailed information on the actions taken, costs incurred and the assets used can be found on the Elexon website including a range of [API options](#) to export data for analysis.

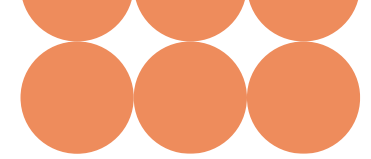
4.7 Useful to track the costs.

Thank you for your support.

4.8 Keep doing what you are doing

Thank you for your support.

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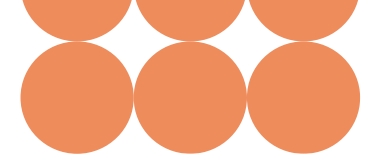
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## Network Congestion

### NESO Response

The survey responses and feedback we receive through the regular weekly forum have made it clear there is a keen interest in NESO sharing more information about Network Congestions, particularly constraints. There is a large amount of data available and we are working through this by applying the NESO data sharing approach which we explained during the OTF webinar on [27 Nov 2024](#). We will report the decisions made at a future OTF.

| #   | Survey Comment  | ESO Response   |
|-----|---|--|
| 5.1 | The "regular content" sections are only interesting when things have happened which are unusual or unexpected. For example, if demand f'cast differs largely from out-turn that is interesting, but otherwise showing the min/max demand for the week is not that exciting. | This slide is included to provide information for the week ahead and it is not clear to us how to apply this feedback directly. However, we have reviewed the slides and the data available to us ahead of the OTF and will consider whether there are items of interest we can include. |
| 5.2 | more detail on how outages are proceeding, which assets are in or out of service, what are the future risks to the forecast   | There is a large amount of data available and we are working through this by applying the NESO data sharing approach which we explained during the OTF webinar on <a href="#">27 Nov 2024</a> . We will report the decisions made at a future OTF.                                       |
| 5.3 | I find less useful, but interested to see how actual tracks forecast and costs vs TO investments.   | Actual and forecast data is already shown in the graphs.<br>ESO does not have visibility of Transmission Operator investments so we cannot share this information.   |
| 5.4 | A great visualisation of an important, and oft underlooked ESO constraint   | Thank you for your support.  |



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5.5 Keep doing what you are doing

Thank you for your support.

5.6 **Email Request:**

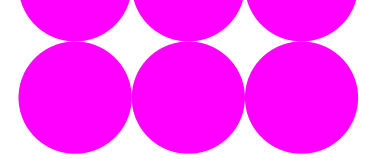
adding a column with either a % or actual value being discussed each week would be useful please, particularly from a mobile device user perspective.

We have added a column to the slide showing the current capacity as a percentage.

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## 4. Suggestions for future topics





# 4. Suggestions for future topics

This section contains all suggestions for future topics provided in the survey with the NESO response explaining either how we are or will address this topic, or why we cannot do this.

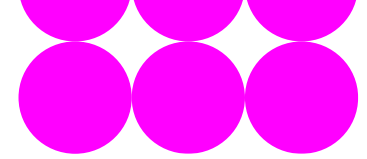
All suggestions are included in their original unedited form and grouped by similar topics, with links to relevant webinars or other content.

## **NESO response**

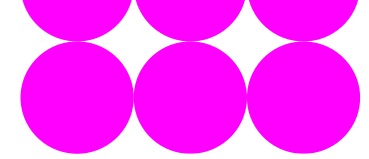
59 comments, questions or suggestions for future topics.

- 25 addressed at the OTF weekly forum
- 16 addressed through other NESO events
- 8 will be included at future OTFs, usually because the information is not readily available or we may not be able to share the data and need to apply the NESO data sharing policy
- 8 were outside the scope of the OTF, including 1 which is outside the scope of NESO
- 2 will require more information for us to understand the contributor's expectations

#### 4. Suggestions for future topics



| #    | Future Topic Request  | NESO Response   | Update                               |
|------|---|---|--------------------------------------|
| 11.1 | Topics are good. Could cover latest week of ancillary services procurement in some detail.  | <p>Thank you for this encouragement.</p> <p>Unlike the Balancing Mechanism, the data for ancillary services is not available close to real time. This means we are not able to provide a view of the latest week's procurement with the same level of confidence as we have for overall Balancing Costs. We will explore this as a deep dive topic.</p> |                                      |
| 11.2 | Any costs directly associated with managing fault level issues  | We provided a deep dive on Fault Ride Through at the OTF in July. We will need to explore whether it is possible to provide the costs information as a future deep dive topic.  | <a href="#">Webinar 31 July 2024</a> |
| 11.3 | Constraint costs – breakdown of constraint costs by more specific boundaries (B2, B4, B6, etc) and assets being used – RO, CFD, Storage | <p>We are aware there is a lot of interest in information about constraints management. We are reviewing the data we provide and considering what further information we can share without risk to network and system security, commercial confidentiality, etc.</p> <p>We will report on this at a future OTF.</p>                                     |                                      |
| 11.4 | Try to consider and present what industry costs would have been should NGENO not have intervened with the market.                       | It is not clear which market intervention is being referred to and since NESO actions (interventions in the market) are an integral part of GB energy markets we will need further information in order to understand the expectations of this suggestion.  |                                      |



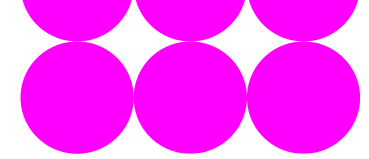
#### 4. Suggestions for future topics

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|      |   |   |   |
|------|---|---|---|
| 11.5 | As much content on the battery storage situation as possible  | Further information about battery utilisation can be found on our website at: <a href="#">Battery storage</a> . This includes details of our activities, events and publications in response to industry concerns.  | <a href="#">Battery Storage Forum 4 December 2024</a>   |
| 11.6 | Description of how battery connections are treated from System Planning timescales through to Operational timescales and how they will be managed going forward, considering there is 26GW of contracted T&D battery connections in one TO patch alone. | Further information about battery utilisation can be found on our website at: <a href="#">Battery storage</a> . This includes details of our activities, events and publications in response to industry concerns.  | <a href="#">Battery Storage Forum 4 December 2024</a>   |
| 11.7 | Battery utilisation, due to poor BM utilisation and reducing returns due to this creating problems with future investment. Looking at group dispatching and lessons learnt and future improvements.   | Further information about battery utilisation can be found on our website at: <a href="#">Battery storage</a> . This includes details of our activities, events and publications in response to industry concerns.  | <a href="#">Battery Storage Forum 4 December 2024</a>   |
| 11.8 | Battery utilisation, due to poor BM utilisation and reducing returns due to this creating problems with future investment.  | Further information about battery utilisation can be found on our website at: <a href="#">Battery storage</a> . This includes details of our activities, events and publications in response to industry concerns.  | <a href="#">Battery Storage Forum 4 December 2024</a>   |
| 11.9 | "Skip rates" and what is being done to improve it, or how batteries could be utilised more.   | NESO work to understand and address "Skip Rates" can be found on our website at: <a href="#">Skip Rates</a><br>Further information about battery utilisation can be found on our website at: <a href="#">Battery storage</a> . This includes details of our activities, events and publications in response to industry concerns. | <a href="#">Battery Storage Forum 4 December 2024</a><br><a href="#">Webinar 18 December 2024</a> |

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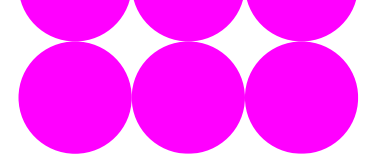
#### 4. Suggestions for future topics

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|       |   |  |   |
|-------|---|--|---|
| 11.10 | Plans with the TEC register, when it will finally be improved – categories, historic, import/export, etc  | This topic is outside the scope of the OTF however you can find more information <a href="#">here</a> .  | <a href="#">TEC Register published 3 January 2025</a> |
| 11.11 | Future of transmission network to reduce constraints  | This type of strategic topic is outside the scope of the OTF. However, we do recognise this is of interest to participants and we expect to signpost where to go to find out more about the new NESO strategic planning role.  | <a href="#">Webinar 11 December 2024</a>              |
| 11.12 | Control room operations – how the NBE works with the individual zones to manage constraints and looks at alternative options – pumped storage, battery and wind zones               | We have provided more information about NESO control room operations and the work to understand and address “Skip Rates” can be found on at: <a href="#">Skip Rates</a>  | <a href="#">Webinar 18 December 2024</a>              |
| 11.13 | Useful, but not enough on operational activities of ESO and systems/tools - I want to see the tool that shows bids and how you take them  | We appreciate your interest, but we will not be sharing details of NESO operational Tools and systems.<br>We have provided more information about NESO control room operations and the work to understand and address “Skip Rates” on our website at: <a href="#">Skip Rates</a>     | <a href="#">Webinar 18 December 2024</a>              |
| 11.14 | Follow- up on Operational dynamic system and fault recorder monitoring- namely on what should be specified going forward to support ongoing operation and performance requirements. | We have reached out to the individual who submitted the request to better understand the expectation. Based on this clarification, this request is outside the scope of the OTF and fits within the Grid Code Development Forum. We have passed this request onto the relevant team. |   |
| 11.15 | Real time fault level measurement   | We have reached out to the individual who submitted the request to better understand the expectation.  | <a href="#">Webinar 31 July 2024</a>                  |

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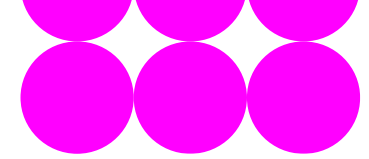
#### 4. Suggestions for future topics



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| 11.16 Demand by DNO and actual demand - not wind and solar impacted demand. One for the FSO?   | <p>We are currently reviewing our data publishing policy as part of our move to NESO. We will share this policy in due course and all our publications will be brought in line with this policy.</p> <p>If you would like to request data that is currently not shared via the Open Data Portal or our public website, please submit a request through the <a href="#">Data Request Form</a>.</p>   | <p><a href="#">Webinar 27 November 2024</a></p>  |
| 11.17 DFS - Considering the removal of Triads, is this product expected to pick up the required reductions. If so could there be a consideration of a fixed pricing structure. | <p>We provided an update on the next steps for DFS on 22<sup>nd</sup> March and more information can be found at: <a href="#">Demand Flexibility Service (DFS)   National Energy System Operator</a></p> <p>. We expect that the market will react to any changes in demand as a result of triad changes to get a balanced position. It's worth noting that while there is still a triad season, however the impact is reduced due to changes following Ofgem's Targeted Charging Review.</p> | <p>In November 2024 Ofgem approved DFS as an in-merit margin service in line with the normal electricity market. Further information is available at: <a href="#">Demand Flexibility Service (DFS)</a></p> |
| 11.18 DFS...   | <p>We provided weekly updates on DFS in the OTF until the end of March. We also held a webinar on 22<sup>nd</sup> March on the performance and use of DFS during winter 23/24 and the future of DFS.</p>  | <p>In November 2024 Ofgem approved DFS as an in-merit margin service in line with the normal electricity market. Further information is available at: <a href="#">Demand Flexibility Service (DFS)</a></p> |

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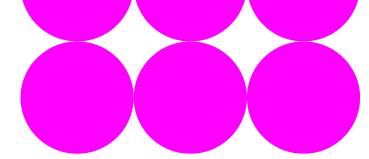


#### 4. Suggestions for future topics

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| 11.19 ...and provide and updated order of balancing actions guide each winter e.g. for 2023/24 without winter contingency units   | We provided information on the order of actions for Winter 2023/24 in the OTF on 18 <sup>th</sup> October 2023 (slide 18) which does not include winter contingency units. These remain valid for Winter 2024/25.<br><br>The order of Actions was also included in the presentation about Operating Margins and System Warning at the OTF on 13 November | <a href="#">Webinar 13 November 2024</a> |
| 11.20 Comment on any really wild prices that are accepted. At the moment it is DFS.   | We have incorporated this suggestion with the feedback on our regular Balancing Costs presentation. We have also engaged the NESO Balancing Costs Team to provide a more detailed review of the Balancing Costs incurred for each month.   |  |
| 11.21 Review of control room actions taken and why (further explanation below)<br><br>-> OBP performance (early Jan to assess performance and highlight any learnings/improvements to be made)  | We have continued to provide regular updates on OBP performance through the <a href="#">NESO Balancing Programme</a>   |  |
| 11.22 Review of control room actions taken and why (further explanation below)<br><br>-> I think it would be good for the ESO to talk and explain in a transparent way about why specific units are called and to explain actions taken - I appreciate this can't always be done ""live"" but it could be taken away and reviewed. All information is | We have provided more information about NESO control room operations and the work to understand and address "Skip Rates" can be found on at: <a href="#">Skip Rates</a>  | <a href="#">Webinar 18 December 2024</a> |

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#### 4. Suggestions for future topics

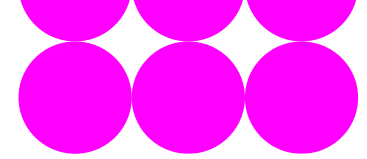
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publicly available and the market can see actions taken but it's difficult to know why. This should help parties act in a way that is beneficial to the control room.

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| 11.23 | More on exactly why certain stations have been dispatched by the Control Room when they were out of merit order. ESO is supposed to be increasing transparency about this as part of its RIIO-2 Business Plan, but not enough is being done. | We have provided more information about NESO control room operations and the work to understand and address "Skip Rates" can be found on at: <a href="#">Skip Rates</a> | <a href="#">Webinar 18 December 2024</a> |
| 11.24 | Operational dispatch   | We have provided more information about NESO control room operations and the work to understand and address "Skip Rates" can be found on at: <a href="#">Skip Rates</a> | <a href="#">Webinar 18 December 2024</a> |
| 11.25 | Operational considerations   | We have provided more information about NESO control room operations and the work to understand and address "Skip Rates" can be found on at: <a href="#">Skip Rates</a> | <a href="#">Webinar 18 December 2024</a> |

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#### 4. Suggestions for future topics



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##### 11.27 Insight into frequency variations and measurement

We will continue to provide insight into system frequency events, [Webinar 17 January 2024](#) such as the incident on 22 December 2023.

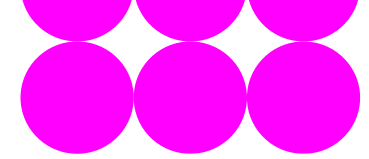
For more consistent information there are a number of reports on frequency available on our website [here](#). These reports are:

1. aLFC report – Annual report on load-frequency control (Article 16 – aLFC)
  - Performance: GB
2. C17 report – National Electricity Transmission System Performance Report 2
  - GB System Frequency Excursion outside statutory limit
  - GB System: Frequency Standard Deviation
3. ICS– Operational security indicators (Article 15 – ICS)
  - Detailed view of events leading to frequency degradation (F)
  - Events in Great Britain: Incident leading to frequency degradation (F)

Historic system frequency data for GB is published [here](#) at 1 second resolution. Note all time values are given in GMT.

Please let us know at: [box.NC.Customer@nationalenergyso.com](mailto:box.NC.Customer@nationalenergyso.com) if this does not provide the information you're looking for.

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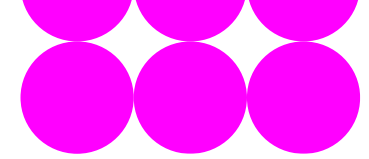


#### 4. Suggestions for future topics

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| 11.28 | GC0141 a year on- how have code updates following 9th August 2019 investigations bedded in- are there follow up areas to be pursued. | <p>We have reached out to the individual who submitted the request to better understand the expectation. Based on this, we understand that a number of activities have already taken place that partially address this request.</p> <p>Grid Code changes fall outside the scope of the OTF, but we shared details of the new Grid Code Development Forum at the OTF on 8<sup>th</sup> May, which will address this topic. More information can be found <a href="#">here</a>.</p> |  |
| 11.29 | Once the proposed changes from DESNEZ are through a focus on what that means for systems planning in reality would be good.          | Strategic topics are outside the scope of the OTF; however, we do recognise this is of interest to participants. We included information about the NESO role in <a href="#">Strategic Planning   National Energy System Operator</a>  | <a href="#">Webinar 11 December 2024</a> |
| 11.30 | Inertia  | We will provide more information about inertia at a future OTF.   |  |
| 11.31 | Inertia estimation   | We will provide more information about inertia at a future OTF.   |  |
| 11.32 | More information on interconnectors  | We provided an in-depth dive into Interconnector operations on 8 March 2023. We are reviewing those materials and will consider providing a further presentation if there is new information to share.  | <a href="#">Webinar 8 March 2023</a>     |
| 11.33 | Trading on interconnectors - reporting on their forecasts vs flows, etc. Not every week, but sometimes.                              | We provided an in-depth dive into Interconnector operations on 8 March 2023. We are reviewing those materials and will consider providing a further presentation if there is new information to share.  | <a href="#">Webinar 8 March 2023</a>     |

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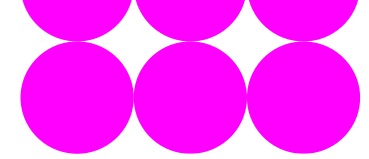


#### 4. Suggestions for future topics

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| 11.34 | Operations of interconnectors and their impact on the market  | We provided an in-depth dive into Interconnector operations on 8 March 2023. We are reviewing those materials and will consider providing a further presentation if there is new information to share.   | <a href="#">Webinar 8 March 2023</a>     |
| 11.35 | interconnector forecasting of position. it is clear that in practice winter margins cannot rely on a priori estimates of interconnector capacity and practical estimates of position together with any relevant european TSO requirements/ restrictions to them would provide useful information & context to GB operation. | We provided an in-depth dive into Interconnector operations on 8 March 2023. We are reviewing those materials and will consider providing a further presentation if there is new information to share.   | <a href="#">Webinar 8 March 2023</a>     |
| 11.36 | NGESO's assessment of margin...   | We provided a presentation about Operating Margins and System Warning at the OTF on 13 November. And reintroduced the weekly overview of margins to the OTF from January 2025. If this does not meet your expectations please provide more information to <a href="mailto:box.NC.Customer@nationalenergyso.com">box.NC.Customer@nationalenergyso.com</a> | <a href="#">Webinar 13 November 2024</a> |
| 11.37 | ...and insight into control room actions  | We have provided more information about NESO control room operations and the work to understand and address "Skip Rates" can be found on at: <a href="#">Skip Rates</a>  | <a href="#">Webinar 18 December 2024</a> |
| 11.38 | Possibly a more detailed review of how the ESO's predicted margins actually worked out (similar to the comparison to forecast demand)   | We will report on this at a future OTF   |  |

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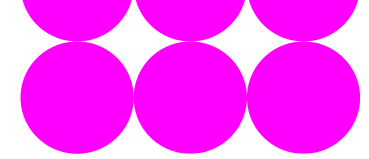
#### 4. Suggestions for future topics

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| 11.39 NG ESO views of assets active in NIV chasing and impact on operation given challenges with BM                       | The OTF is a public forum and not the place to comment on specific market behaviours. If there are concerns about behaviours, please contact <a href="mailto:MarketReporting@nationalenergyiso.com">MarketReporting@nationalenergyiso.com</a>   |   |
| 11.40 Deep dive into new & upcoming services (for example Balancing Reserve) and significant changes to existing services | We continued to signpost new and upcoming services and to advertise relevant consultations, events, etc ensuring OTF participants can engage with the relevant teams direct. The NESO <a href="#">Markets Forum</a> has also been developed to provide an opportunity to focus on Market questions and topics. Further information about Balancing Services, including future services can be found from this webpage: <a href="#">Balancing Services</a> | <a href="#">Balancing Reserve Webinar 22 May 2024</a> |
| 11.41 Any new or future services  | We continued to signpost new and upcoming services and to advertise relevant consultations, events, etc ensuring OTF participants can engage with the relevant teams direct. The NESO <a href="#">Markets Forum</a> has also been developed to provide an opportunity to focus on Market questions and topics. Further information about Balancing Services, including future services can be found from this webpage: <a href="#">Balancing Services</a> |   |
| 11.42 Dynamic Services. The impacts of BM users on the price following the deployment of EAC.                             | We have reached out to the individual who submitted the request to better understand the expectation. Based on this, we understand that this request has already been covered through OTF updates and Q&A.  |   |

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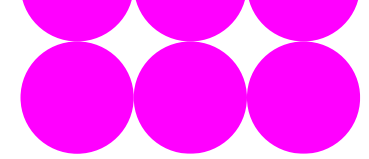




#### 4. Suggestions for future topics

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- 11.43 Which Balancing Services have bilateral contracts in place and total MW
- This is outside the scope of the OTF, and we will not be sharing details of these contract due to their sensitive nature.
- As we have shared in answering previous questions at weekly webinars the ESO does have some legacy bilateral contracts to provide specific security services. Most of them are Electricity Restoration Services and many of these will come to an end in the short to medium term.
- 11.44 I find the content of OTF very useful. I would like to see more information on markets/services and upcoming/planned changes (for example a summary of Balancing Reserve before it goes live and Q&A (a forum to ask question for participants that may not be clear from the published information)...
- We continued to signpost new and upcoming services and to advertise relevant consultations, events, etc ensuring OTF participants can engage with the relevant teams direct.
- The NESO [Markets Forum](#) has also been developed to provide an opportunity to focus on Market questions and topics.
- Further information about Balancing Services, including future services can be found from this webpage: [Balancing Services](#)
- 11.45 ...or OBP updates/roadmap/plans). It would be nice to see the changes OBP has brought and see an analysis of the number of BOAs for Small BMUs (inc. Battery) since OBP was introduced (reduction of skip rates?), future plans for the OBP (what changes will it bring to market participants - will any systems change? For example ASDP or EDL/EDT)? Any updates on services (new timelines for Fast and Slow Reserve)
- Progress with the Operational Balancing Platform has been addressed by the [Balancing Programme](#)
- 11.46 Review of OBP after it goes live? useful to review IT function.
- Progress with the Operational Balancing Platform has been addressed by the [Balancing Programme](#)
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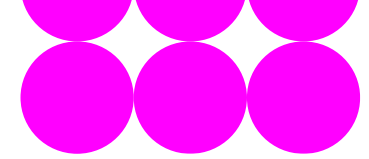


#### 4. Suggestions for future topics

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| 11.47 | OBP performance (early Jan to assess performance and highlight any learnings/improvements to be made)  | Progress with the Operational Balancing Platform has been addressed by the <a href="#">Balancing Programme</a>   |  |
| 11.48 | Specific walkthroughs of specific balancing decisions that may be unintuitive (e.g. reasons for skips or high priced actions on particular days) are always relevant and useful. ... | We have provided more information about NESO control room operations and the work to understand and address “Skip Rates” can be found on at: <a href="#">Skip Rates</a>  | <a href="#">Webinar 18 December 2024</a>                 |
| 11.49 | ... As the logic changes for new systems (e.g. the various OBP modules) extra deep dives on what the dispatch will be is very useful (either here or in standalone webinars)         | Progress with the Operational Balancing Platform has been addressed by the <a href="#">Balancing Programme</a> and additional information about NESO control room operations, including dispatch, has been captured at: <a href="#">Skip Rates</a>   | <a href="#">Webinar 18 December 2024</a>                 |
| 11.50 | Operability Strategy report 2024- a session following its release at OTF/ elsewhere.   | There was a dedicated webinar on the Operational Strategy Report in January 2024. The recording and slides are available <a href="#">here</a>  |  |
| 11.51 | what Operability strategy in 2030 could look like based on HND etc changes forthcoming- and what changes do we need to urgently start  | This is outside the scope of the OTF.<br>The Operability Strategy Report (OSR) is normally published by the end of each calendar year. The OSR for 2025 has been postponed to March 2025. This is so the team can begin to integrate with the Clean Power 2030 analysis and support NESO's future efforts.<br><br>We will invite the team to provide an overview of their work at the OTF following publication. | <a href="#">Clean Power 2030 Webinar 6 November 2024</a> |

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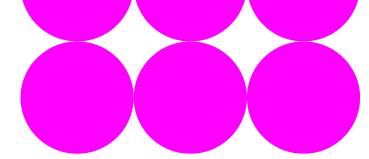


#### 4. Suggestions for future topics

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| 11.52 | Description and explanation of reasoning , benefits etc for YA planners working out limits using 20min rating then CY using 10min ratings.   | This is outside the scope of the OTF.<br>However, we recognise the network planning process may be of interest to OTF participants so we will discuss this suggestion with the planning teams.                                       |  |
| 11.53 | Potentially a feature calling out how much production there is from renewables vs the installed capacity thereof, as there is a tendency to think of them as equal when they are not.  | This is outside NESO's scope but the information is published on the government's website <a href="#">here</a> .   |  |
| 11.54 | Future network/transmission capacity improvements to help alleviate balancing cost. For example it is very obvious some units are required every night on the offer side, but this is not often/ever covered, the focus is on Scottish bids/EA wind and capacity constraints, which is well understood, but for example why have Seabank units been required O/N for so long? It is clearly a locational transmission issue, but has not (as far as I remember) been commented on. | Strategic topics are outside the scope of the OTF; however, we do recognise this is of interest to participants. We included information about the NESO role in <a href="#">Strategic Planning   National Energy System Operator</a> | <a href="#">Webinar 11 December 2024</a> |
| 11.55 | More details on TO outages – so we can see B6 is out for 6 weeks, the TO is doing X and that will add Y capacity?  | This is outside the scope of the OTF because the information you have requested belongs to the Transmission Operator and not the ESO.  |  |
| 11.56 | Impact of annual voltage reduction tests   |  |  |

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#### 4. Suggestions for future topics

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11.57 Overview of voltage control across the network, in terms of the general voltage gradient from Dounreay to Sellindge and how this affects each TO.

Similar to the requests for more information about constraints, not all information on network voltage is currently available for sharing, however we will endeavour to provide more information on this topic at a future OTF

11.58 Voltage management impacts on reliability

11.59 ESO internal costs - now and FSO going forward.

The Annual report and accounts are published on our website: [Our Annual Report and Accounts 2023/24 | National Energy System Operator](#)

There have also been a variety of consultations exploring the role, function and set up costs of the FSO:

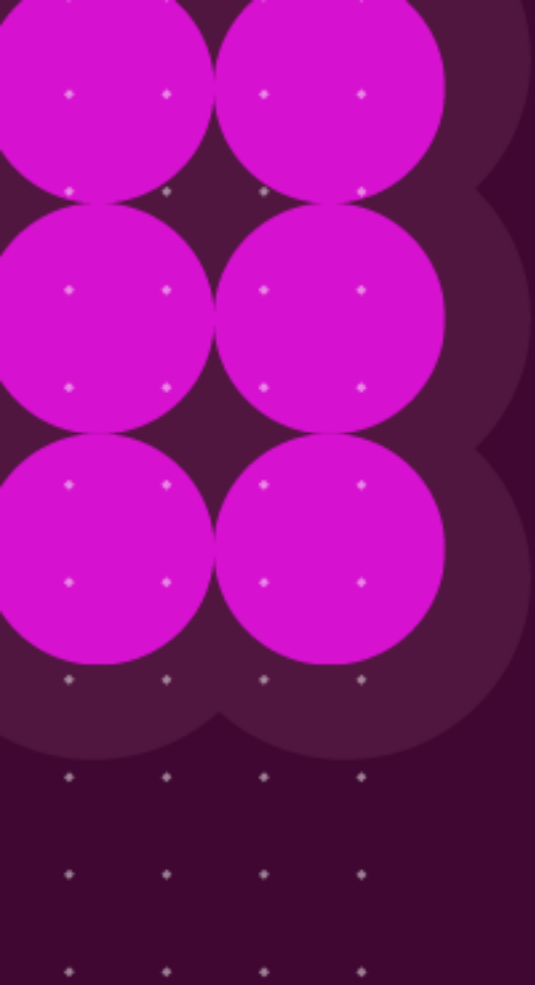
<https://www.ofgem.gov.uk/publications/funding-transition-future-system-operator>

11.60 ... Any updates on services (new timelines for Fast and Slow Reserve)

We continued to signpost new and upcoming services and to advertise relevant consultations, events, etc ensuring OTF participants can engage with the relevant teams direct. The NESO [Markets Forum](#) has also been developed to provide an opportunity to focus on Market questions and topics.

Further information about Balancing Services, including future services can be found from this webpage: [Balancing Services](#)

[Webinar 22 May 2024](#)



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