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- Click 'Turn on live captions'

NESO Operational Transparency Forum

5 February 2025

NESO
National Energy System Operator

Introduction | Sli.do code #OTF

Slido 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 NESO), and we will not comment on these challenges. This type of concern can be reported to the Market Monitoring team at: marketreporting@nationalenergyso.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@nationalenergyso.com

Stay up to date on our webpage: https://www.neso.energy/what-we-do/systems-operations/operational-transparency-forum (OTF Q&A is published with slide packs)

NESO National Energy System Operator

Future deep dive / focus topics

Slido code #OTF

Today's deep dive

Apologies: the planned presentation on Balancing Costs Summer Feedback has had to be postponed until next week

Future

Balancing costs summer feedback – 12 February

High level introduction to TNUoS – 12 February

Capacity Markets overview – 19 February

NESO Settlements overview (BSAD questions Follow Up) – 26 February

Interconnector Special refresh – 5 March (extended **90 minute** OTF)

If you have questions/suggestions of areas to cover during above presentations or ideas for deep dives or focus topics you would like us to consider, please send them to us at: box.nc.customer@nationalenergyso.com

NESO National Energy System Operator

2025/26 Final TNUoS Tariffs Published

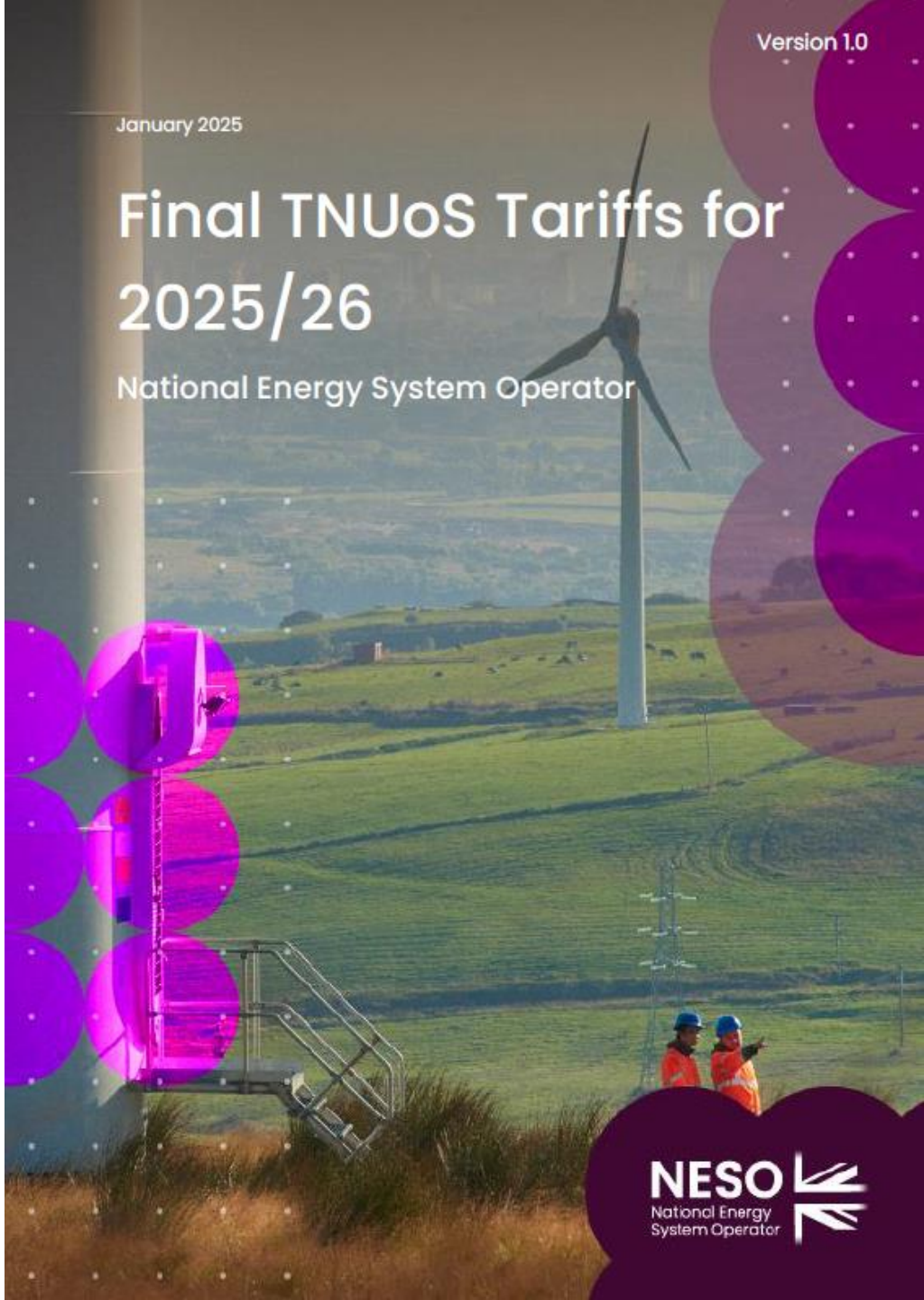
- On 31 January, we published Transmission Network Use of System (TNUoS) Tariffs for 2025/26
  Tariff Report Tables File

- We are holding a webinar on 13 February 2pm to talk through the tariffs and answer any questions from industry.
  Sign up for the webinar

- Along with the final TNUoS Tariffs we published final Annual Load Factors (ALF's) for 2025/26
  Tariff Report Tables File

- We published a timetable for TNUoS forecasts for 2026/27
  Download the timetable

- For any TNUoS related questions please email us.
  TNUoS.queries@nationalenergyso.com



Slow Reserve Webinar

Slido code #OTF

Deep dive on service design

Following our Request for Input on the proposed new Slow Reserve service, find out what's next for the service during our webinar on **11 February** at **2pm**.

We'll deep-dive into the service and procurement design incorporating both Balancing Mechanism and non-Balancing Mechanism market participants.

Register here

You can find the proposed design document in the 'technical requirements' section here

box.futureofbalancingservices@nationalenergyso.com

Balancing Programme March 2025 Webinar

Slido code #OTF

Date: 6 March 2025

Time: 2:00 – 3:30pm

Location: Microsoft Teams

We will share the latest on our Balancing and Forecasting capabilities planned for delivery into the Control Room, and provide an update on progress to shape our capabilities beyond 2025 using customer input.

If you missed our latest November event, you can watch the recordings **here** to learn more about our balancing and forecasting transformation journey and what this means for our customers.

To sign up to the event, click **here**.

To stay up to date with the latest information from the Balancing Programme, subscribe to the NESO newsletter by clicking **here**, and selecting 'Future of Balancing Services inc. Balancing Programme'.

If you have any questions, please contact the team at: **box.balancingprogramme@nationalenergyso.com**

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C9 Annual Review

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Standard Condition Licence C9 ***"Procurement and use of balancing services"*** *sets out the obligation on the NESO to publish five statements addressing the procurement and use of balancing services.*

In accordance with C9, we are conducting an annual review of all licence statements, as part of this review we have proposed changes to the five statements which we invite industry to comment on;

- References to C16 updated to C9 as relevant.
- References to other conditions under the transmission licence updated to reflect new condition references under the Electricity System Operator Licence.
- Additional Obligations under NESO ESO Licence
- Updates to services including Balancing Reserve, Quick Reserve, Dynamic Moderation, Dynamic Regulation, Dynamic Containment, Dynamic Firm Frequency Response (DFFR), Demand Flexibility Service (DFS) and MW Dispatch to reflect procurement plans for those services

Our official consultation is open from **24th January 2025**. Please respond by **5pm on 21st February 2025**.

- To view the C9 statements and consultation documents please access the NESO website here
- If you would like to receive notification of future C9 events, consultations and updates, then please sign up to our mailing list.
- Any questions, please contact balancingservices@nationalenergyso.com

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Dynamic Regulation (DR) & Dynamic Moderation (DM) Requirements Increase

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- NESO has increased the Dynamic Regulation (DR) and Dynamic Moderation (DM) requirements to **480 MW** and **300 MW** respectively since Sunday 2 February for the delivery on Monday 3 February.

	DR-Low (MW)	DR-High (MW)	DM-Low (MW)	DM-High (MW)
Before	330	330	170	200
2 Feb	480	480	300	300

- The decision was made for NESO to better manage significant MW movements observed in recent weeks.
- Increased system volatility could erode post-fault system security. We are working with industry to understand the root causes, track system changes and introduce mitigation.
- We continue monitoring system frequency performance and will communicate updated frequency dynamic service requirements on OTF and via our normal communication route before the auction.
- A **Pre-fault Frequency Control Modelling Webinar** is scheduled to provide an overview of:
  - Our modelling approach for pre-fault frequency control, and
  - Methodology we use to determine DR & DM requirements

Time	**14:00-15:30**
Date	5 March 2025
Register	link
Advanced Questions	box.nc.customer@nationalenergyso.com; Please include "**Frequency Modelling**" in email subject

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Help us to improve the OTF

Click here to complete the OTF Survey of 2024 NOW!

Update on 5 Feb:

- **Over 2000 invitations issued**
- **78 responses**
- **Closing date: this Friday 7 February 2025**

We value your feedback because it enables us to:

- **Understand our customers needs and expectations**
- **Tailor the OTF approach and content accordingly**
- **Understand what we can do better**

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Future Event Summary

Event	Date & Time	Link
OTF Survey Closing Date - **EXTENDED**	~~31st January 2025~~ 7th February 2025	Complete Survey (approx. 5 min)
Slow Reserve Webinar	11th February (14:00-15:30)	Register here
2025/26 Final TNUoS Tariffs Webinar	13th February (14:00-15:30)	Register here
C9 Annual Review Closing Date	21st February 2025, by 17:00	Link here
Pre-Fault Frequency Control Modelling Webinar	5th March 2025 (14:00-15:30)	Register here
Balancing Programme March 2025 Webinar	6th March 2025(14:00 – 15:30)	Register here

Follow-up Actions from questions on 120 GVA.s System Performance Deep Dive

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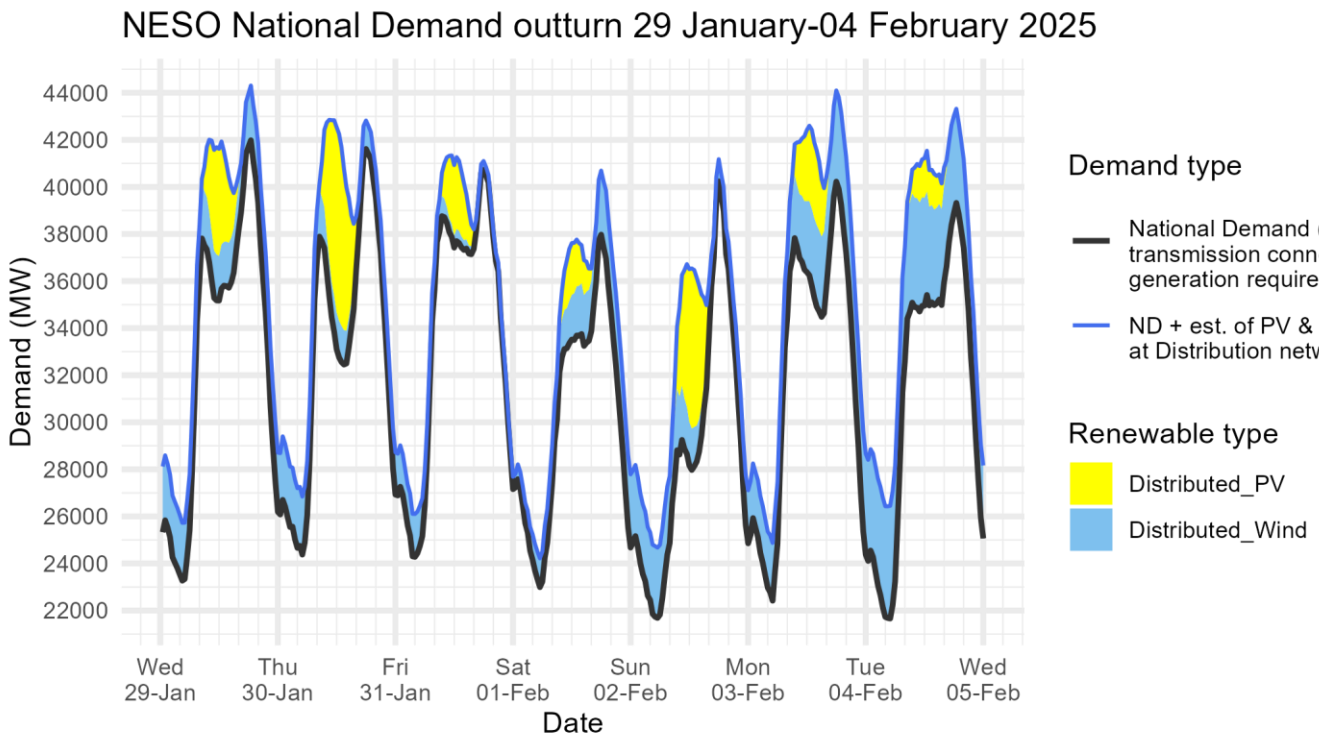
- Thank you for your engagement, questions and comments in last week's deep dive session on 120 GVA.s System Performance.
- Your questions were relevant to the areas of:

Your Questions	Our Actions
FRCR policy when operating under a reduced minimum inertia	• Hopefully we answered all your FRCR questions in last OTF. You can contact box.sqss@nationalenergyso.com for future FRCR questions. • In terms of inertia data breakdown and presentation we will consider in FRCR 2025 report.
NESO's inertia data publication	• We will work on aligning two datasets; system outturn inertia and the operational tool estimation. • We will soon communicate via OTF once data and process are ready.
Inertia monitoring tool development	• We are working with innovation partners to clarify next steps towards operational use.
Regional inertia calculation, monitoring and operation policy development	We are planning an **Inertia Workshop in May / June 2025** to cover • what is current NESO inertia operational policy, • how do we model and calculate inertia, • what are current and future monitoring tools, and • what is our future plan in managing national and regional inertia. We would like to hear your thoughts particularly of **regional inertia monitoring and modelling**. Registration details will signpost on OTF. Please send your thoughts / advanced questions to box.nc.customer@nationalenergyso.com and including "**Inertia**" in email subject.

Demand | Last week demand out-turn

Slido code #OTF



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 NESO has no real time data.

Historic out-turn data can be found on the NESO Data Portal in the following data sets: Historic Demand Data & Demand Data Update

Distributed generation

Peak values by day

	OUTTURN	
Date	Daily Max Dist. PV (GW)	Daily Max Dist. Wind (GW)
29 Jan 2025	4.6	2.8
30 Jan 2025	7.9	2.7
31 Jan 2025	3.0	1.8
01 Feb 2025	2.2	3.1
02 Feb 2025	6.8	3.1
03 Feb 2025	3.3	4.3
04 Feb 2025	1.7	4.9

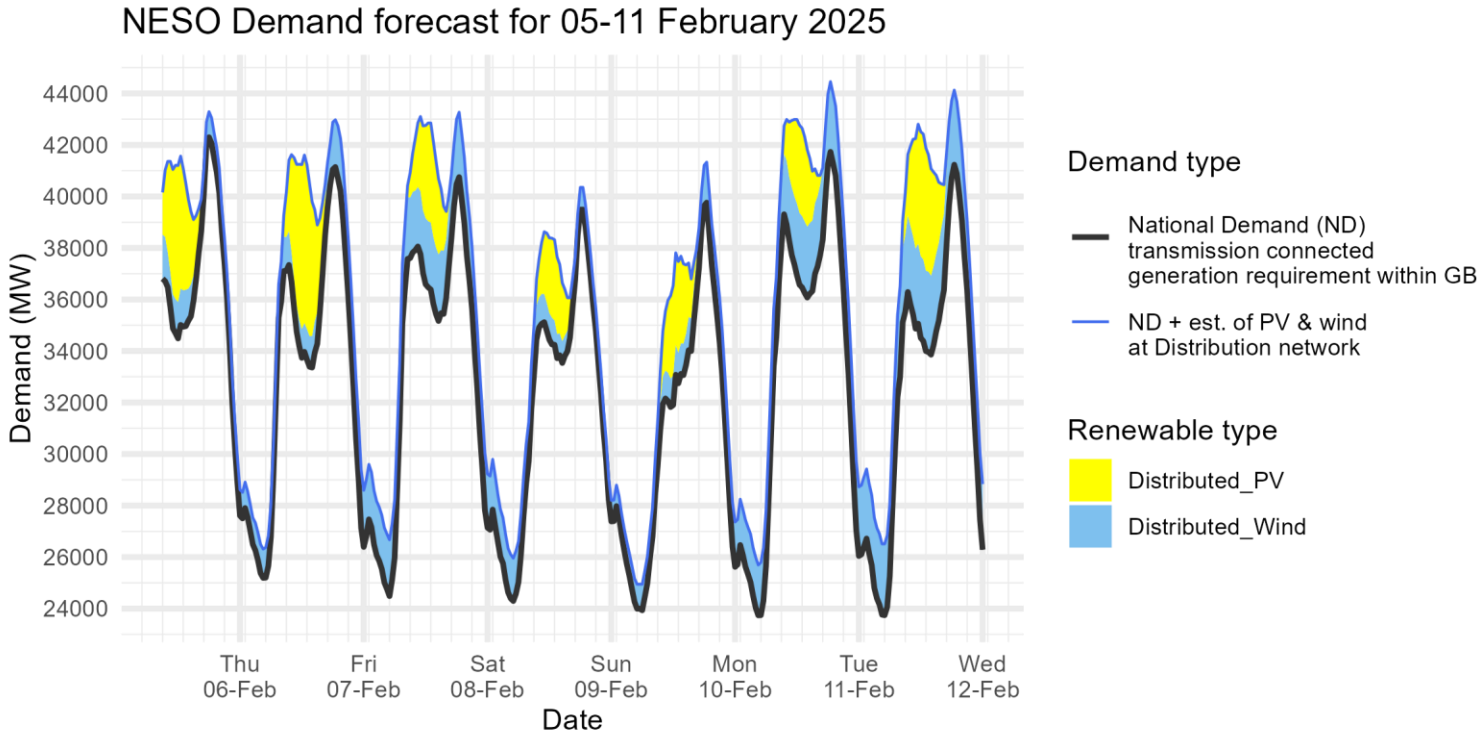
National Demand

Peaks and troughs

		OUTTURN			
Date	Forecasting Point	National Demand (GW)	Triad Avoidance est. (GW)	N. Demand adjusted for TA (GW)	Dist. wind (GW)
29 Jan 2025	Evening Peak	42.0	0.2	42.2	2.3
30 Jan 2025	Overnight Min	24.4	n/a	n/a	2.5
30 Jan 2025	Evening Peak	41.6	0.0	41.6	1.2
31 Jan 2025	Overnight Min	24.3	n/a	n/a	1.8
31 Jan 2025	Evening Peak	40.7	0.0	40.7	0.4
01 Feb 2025	Overnight Min	23.0	n/a	n/a	1.2
01 Feb 2025	Evening Peak	38.0	0.0	38.0	2.7
02 Feb 2025	Overnight Min	21.7	n/a	n/a	3.0
02 Feb 2025	Evening Peak	40.2	0.0	40.2	0.9
03 Feb 2025	Overnight Min	22.4	n/a	n/a	2.5
03 Feb 2025	Evening Peak	40.2	0.0	40.2	3.9
04 Feb 2025	Overnight Min	21.7	n/a	n/a	4.8
04 Feb 2025	Evening Peak	39.3	0.0	39.3	4.0

Demand | Week Ahead

Slido code #OTF



National Demand

Peaks and troughs

		FORECAST (Wed 05 Feb)	
Date	Forecasting Point	National Demand (GW)	Dist. wind (GW)
05 Feb 2025	Evening Peak	42.3	1.0
06 Feb 2025	Overnight Min	25.2	1.1
06 Feb 2025	Evening Peak	41.1	1.8
07 Feb 2025	Overnight Min	24.5	2.2
07 Feb 2025	Evening Peak	40.8	2.5
08 Feb 2025	Overnight Min	24.3	1.7
08 Feb 2025	Evening Peak	39.5	0.9
09 Feb 2025	Overnight Min	23.9	1.0
09 Feb 2025	Evening Peak	39.8	1.6
10 Feb 2025	Overnight Min	23.7	2.0
10 Feb 2025	Evening Peak	41.7	2.7
11 Feb 2025	Overnight Min	23.7	2.8
11 Feb 2025	Evening Peak	41.2	2.9

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Operational Margins | Week Ahead

Slido code #OTF

How to interpret this information

This slide sets out our view of operational margins for the next week. We are providing this information to help market participants identify when tighter periods are more likely to occur such that they can plan to respond accordingly.

The table provides our current view on the operational surplus based on expected levels of generation, wind and peak demand. This is based on information available to NESO as of 22nd January and is subject to change. It represents a view of what the market is currently intending to provide before we take any actions. The interconnector flows are equal to those in the Base case presented in the Winter Outlook.

The indicative surplus is a measure of how tight we expect margins to be and the likelihood of the NESO needing to use its operational tools.

For higher surplus values, margins are expected to be adequate and there is a low likelihood of the NESO needing to use its tools. In such cases, we may even experience exports to Europe on the interconnectors over the peak depending on market prices.

For lower (and potentially negative) surplus values, then this indicates operational margins could be tight and that there is a higher likelihood of the NESO needing to use its tools, such as interconnector trading and issuing margins notices. We expect there to be sufficient supply available to respond to these signals to meet demand.

Margins are adequate for the next week.

Day	Date	Notified Generation (MW)	Wind (MW)	IC Flows* (MW)	Peak demand (MW)	Indicative surplus (MW)
Thu	06/02/2025	44888	10100	5120	41980	12740
Fri	07/02/2025	45021	13590	5120	41020	17000
Sat	08/02/2025	44031	4620	5120	40280	9450
Sun	09/02/2025	44706	7380	5120	40660	12400
Mon	10/02/2025	45010	12520	5120	42590	15040
Tue	11/02/2025	45010	13560	5120	42470	14510
Wed	12/02/2025	45502	11210	5120	42680	13030

*Interconnector flow in line with the Winter Outlook Report Base Case but will ultimately flow to market price

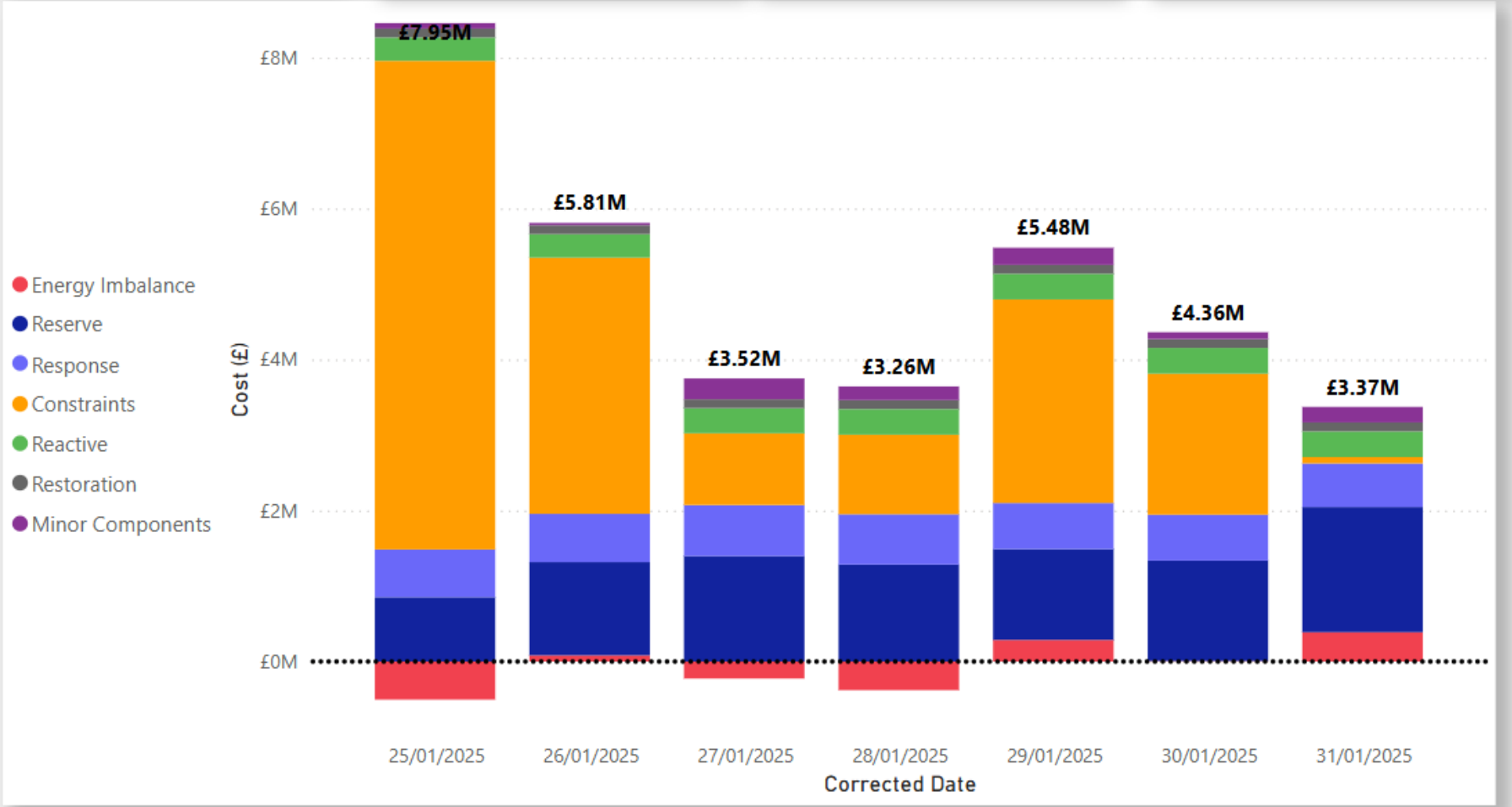
Margins do not include NESO enhanced or emergency actions

NESO National Energy System Operator

NESO Actions | Category Cost Breakdown

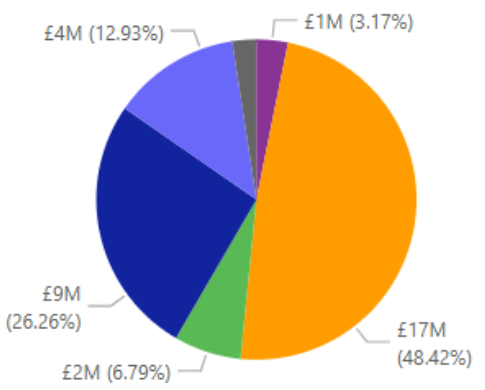
Date
25/01/2025 31/01/2025

Weekly Total Costs (£)	Last Week Total Costs (£)	Past 30-Day Average Costs (£)
£33.8M	£34.8M	£6.5M



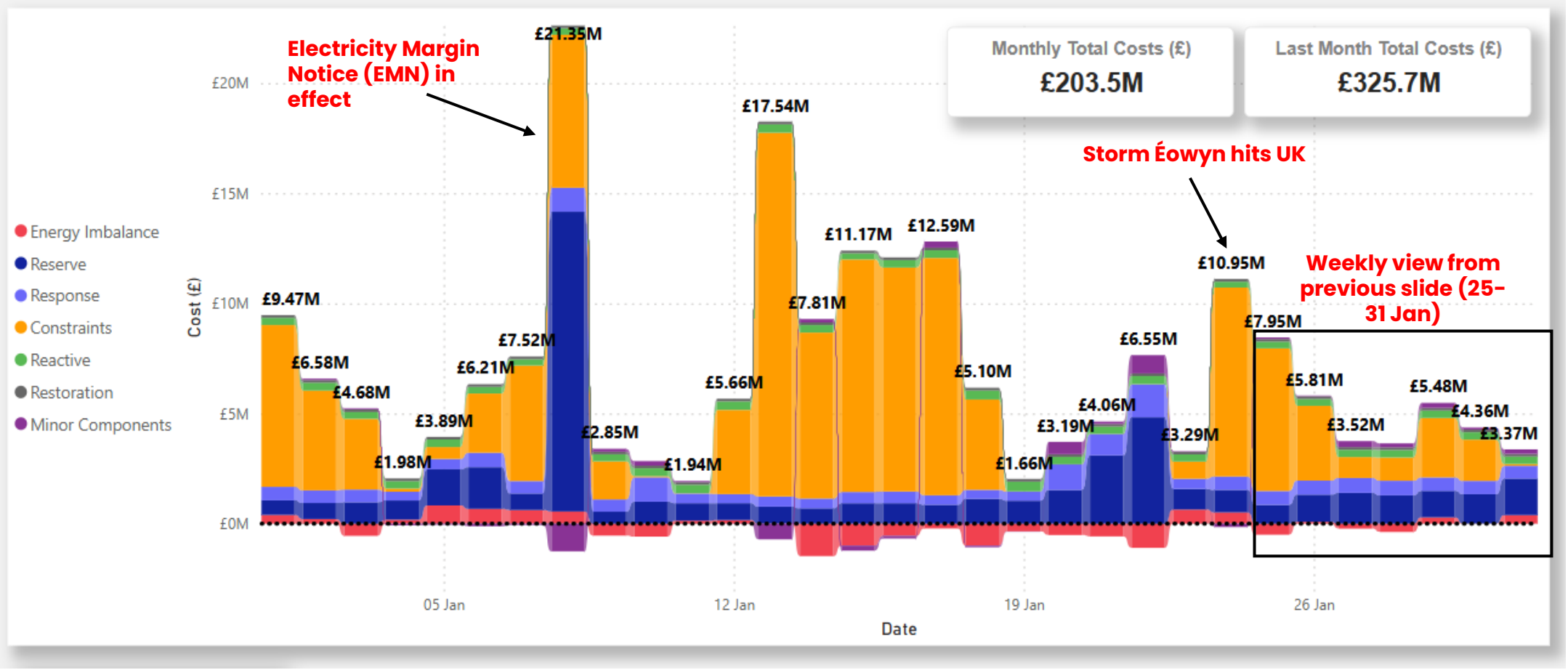
Date	Total Outturn Cost
25/01/2025	£7,952,553
26/01/2025	£5,809,918
27/01/2025	£3,524,490
28/01/2025	£3,264,900
29/01/2025	£5,480,877
30/01/2025	£4,361,940
31/01/2025	£3,372,407
Total	£33,767,086

Weekly Cost (£) and Share (%)



NESO Actions | January Category Cost Breakdown

Slido code #OTF



- £122.2m (37.5%) **decrease** from December's total balancing costs.
- System Inertia costs for January (£758k) are **down** from December (£1.4m).
- Voltage costs for January (£3.6m) are **down** from December (£6m).
- Thermal costs for January (£117m) are **down** from December (£244m).
- Reserve costs for January (£51m) are **up** from December (£39m) - largely driven by 8 Jan 2025 EMN.

NB: Please note figures are indicative and subject to Settlement processes.

NESO Actions | Constraint Cost Breakdown

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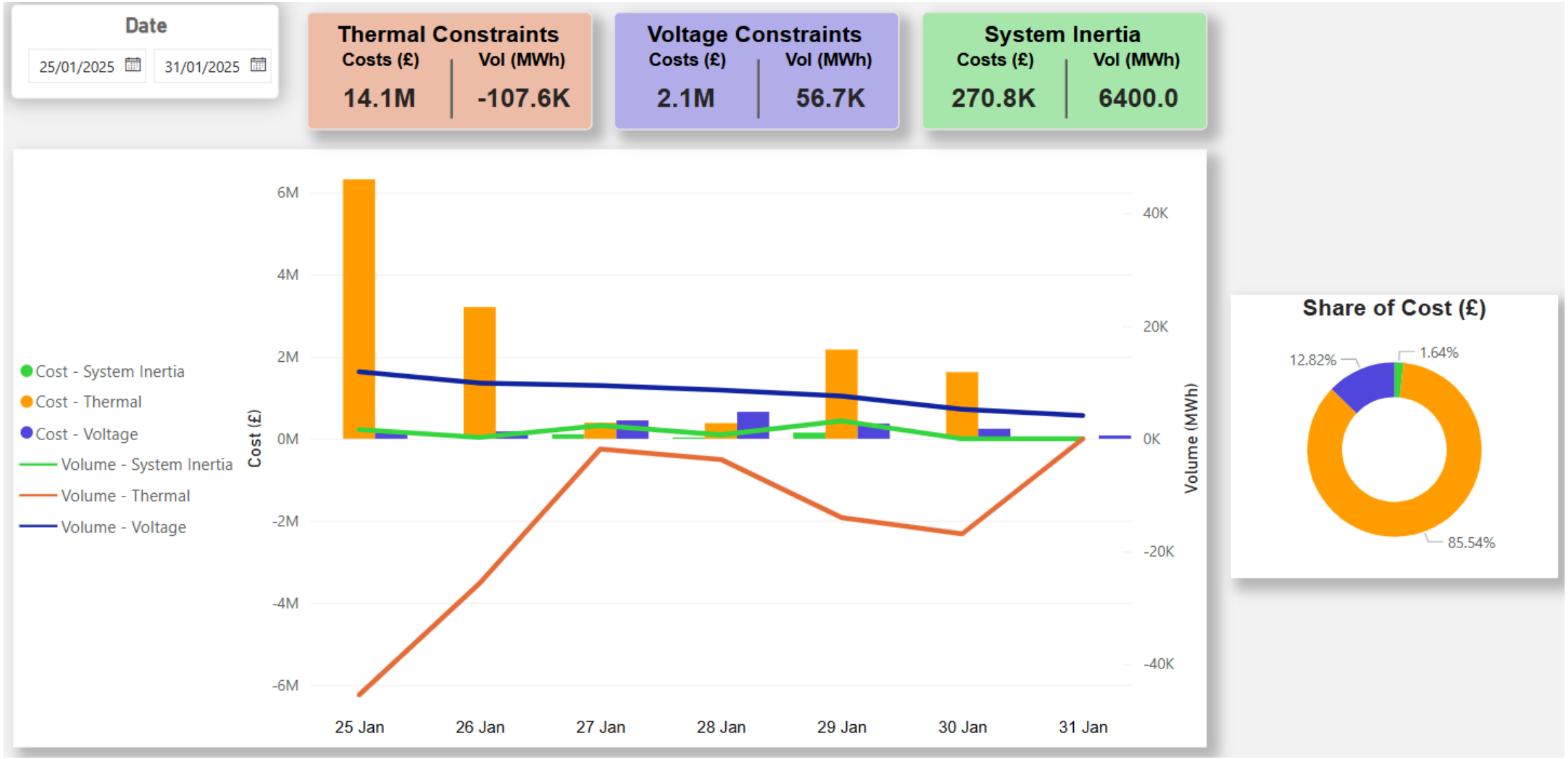
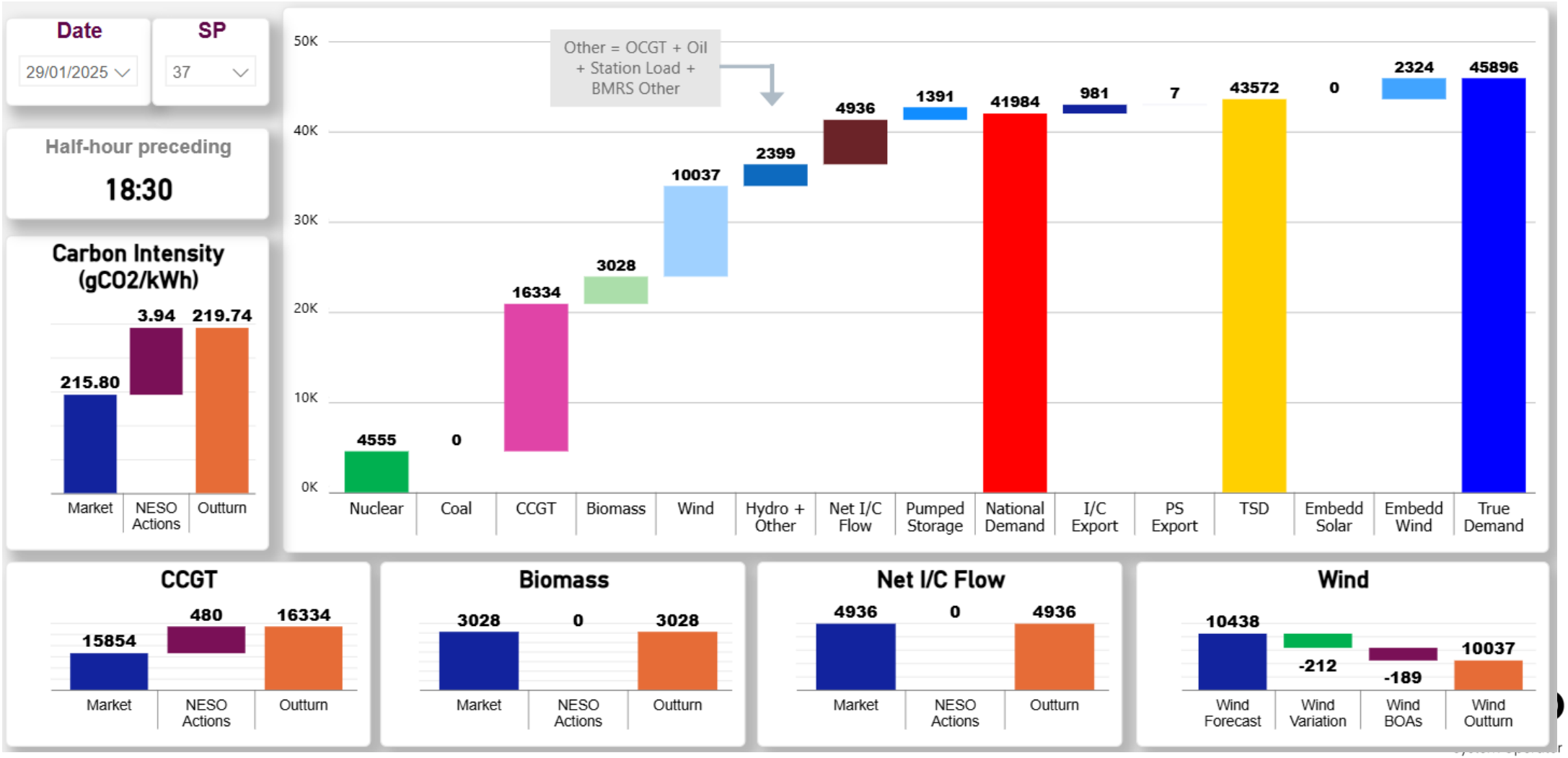


NESO Actions | Peak Demand – SP spend ~ £77k
Wednesday 29th January

Slido code #OTF



NESO Actions | Minimum Demand – SP spend ~ £236k Saturday 25th January

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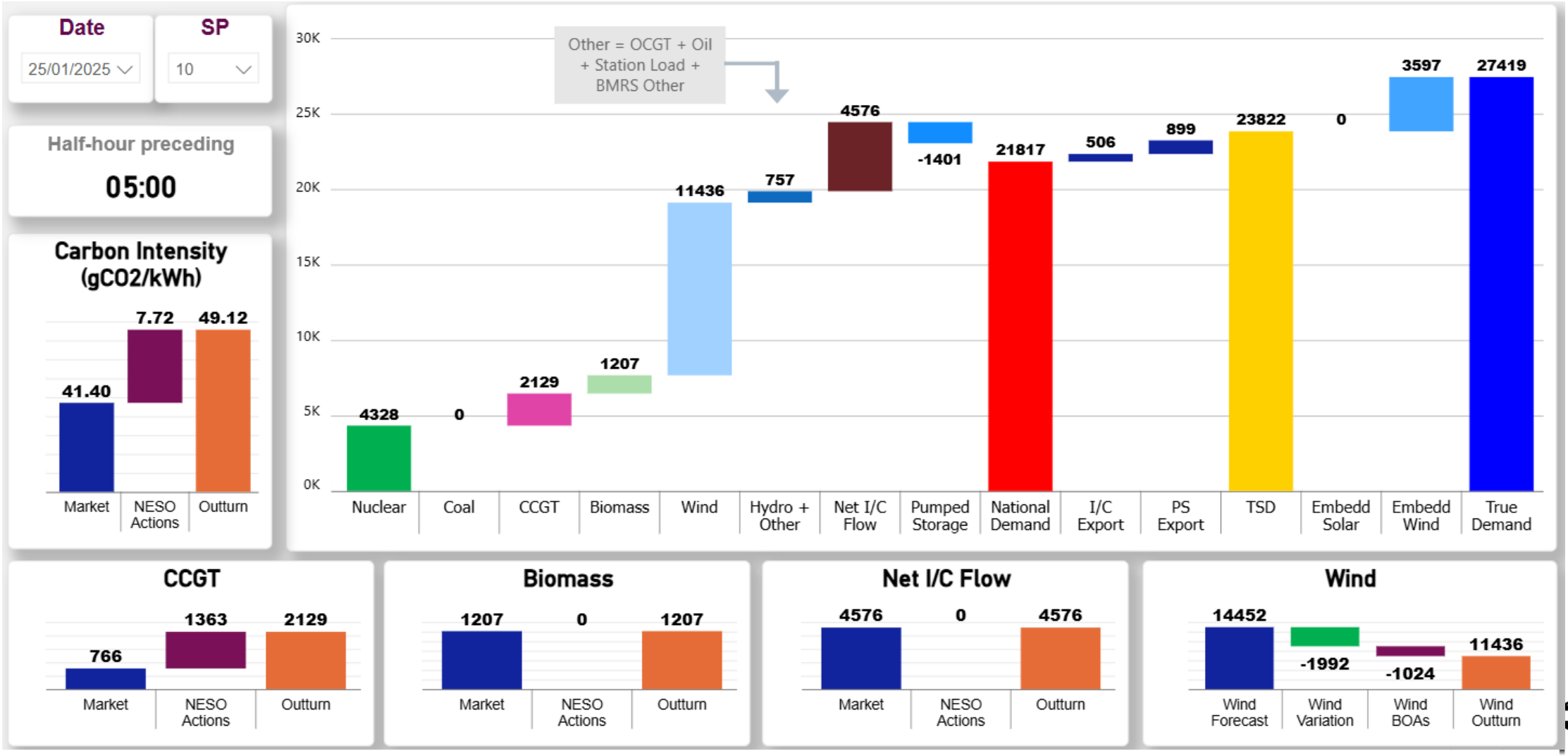
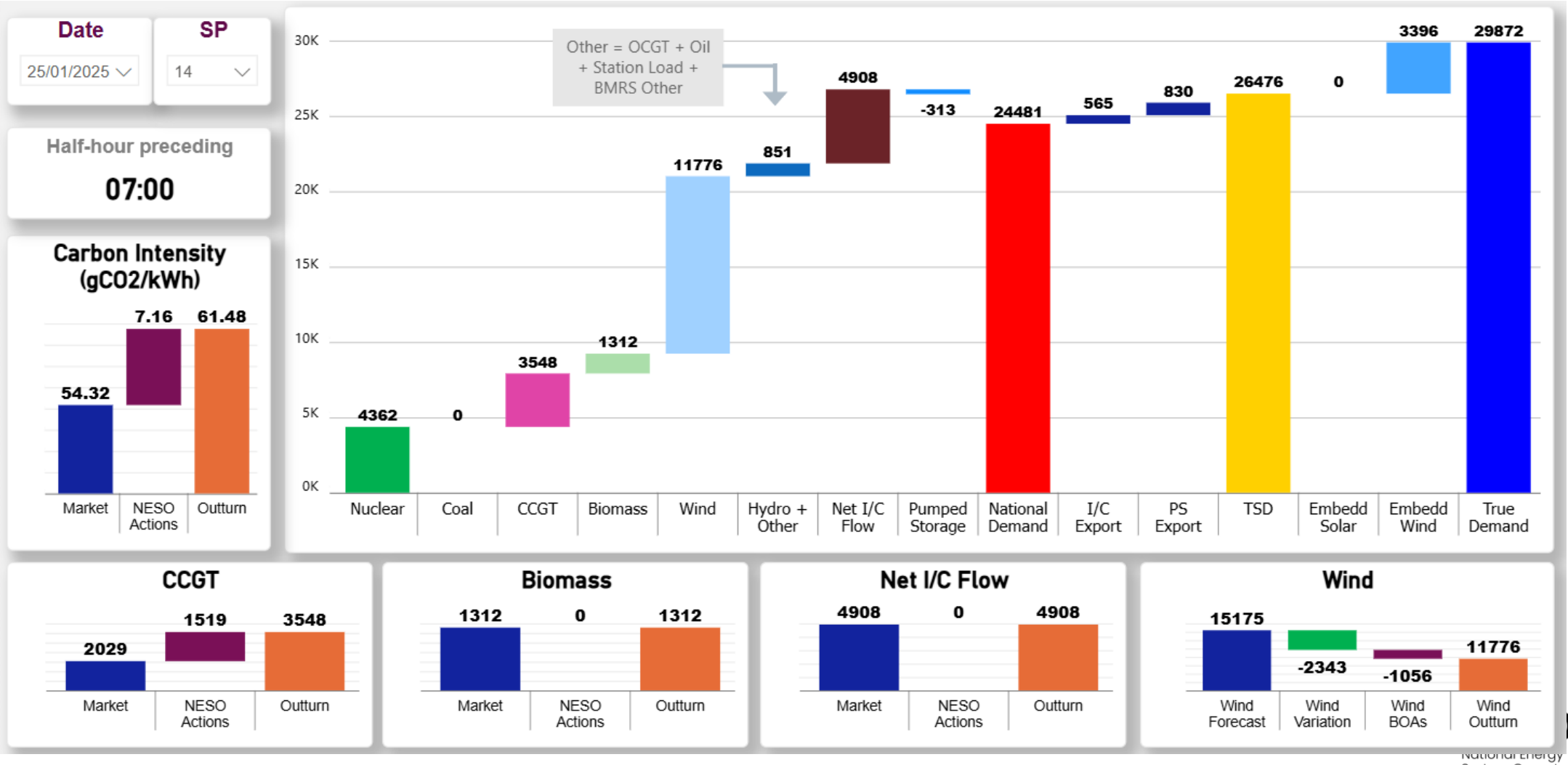


NESO Actions | – Highest SP spend ~ £262k Saturday 25th January

Slido code #OTF



National Energy System Operator

Transparency | Network Congestion

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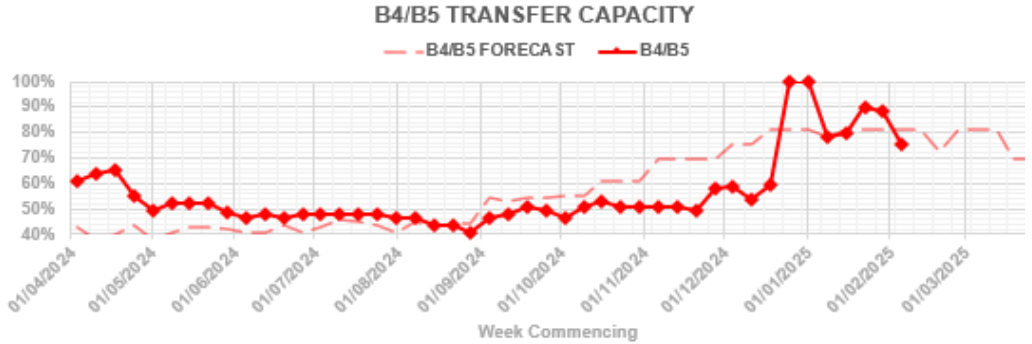
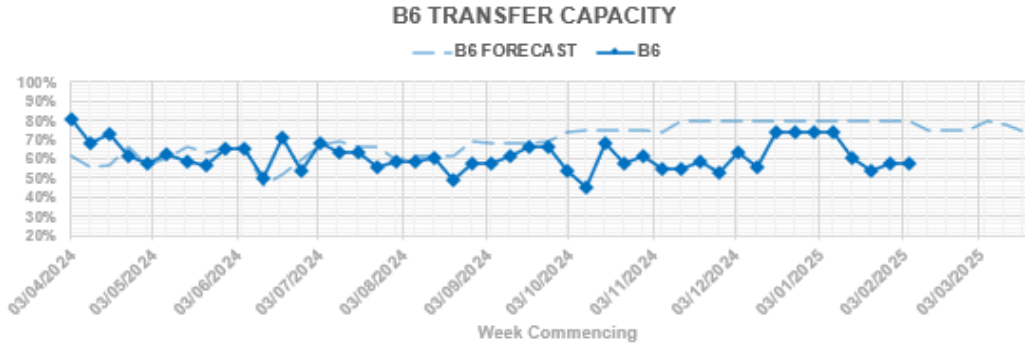
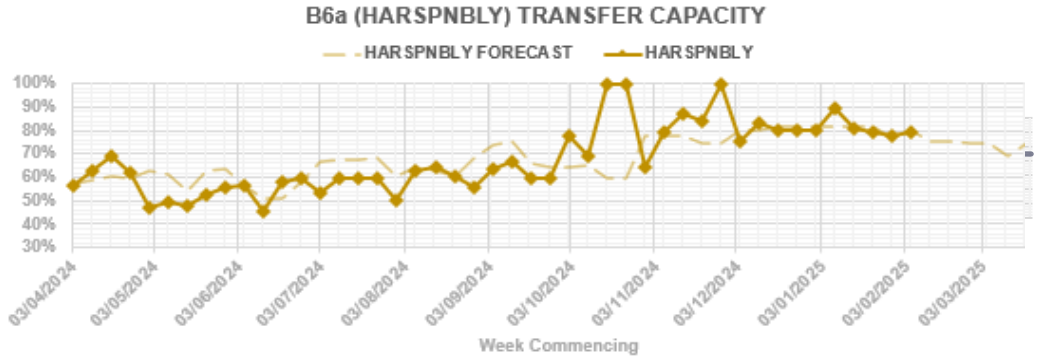
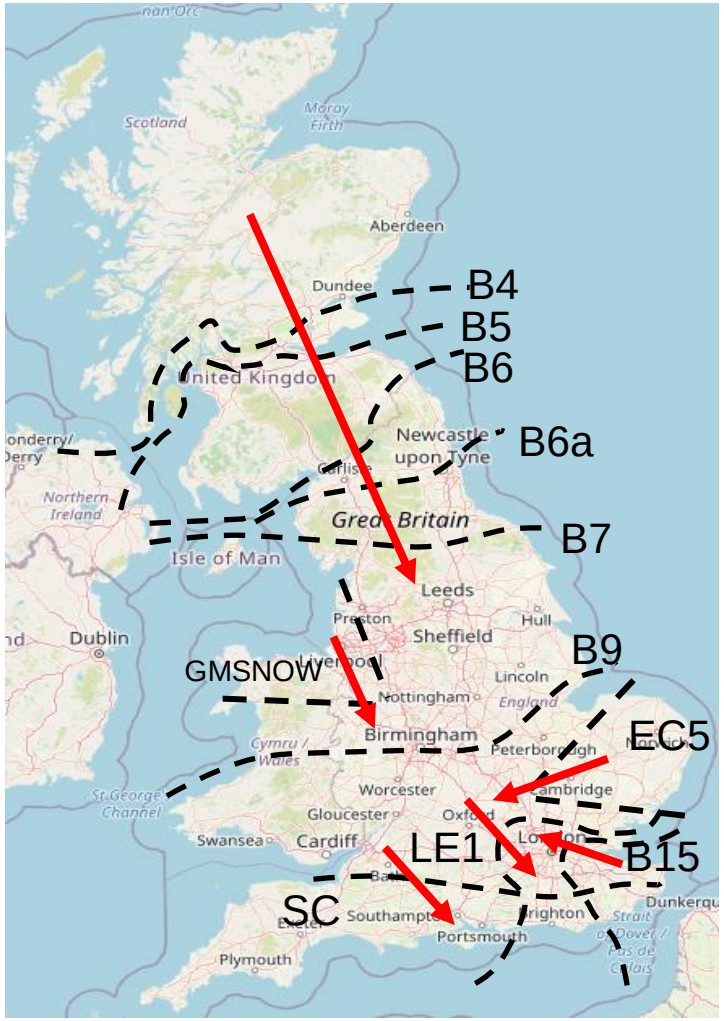






Boundary	Max. Capacity (MW)	Current Capacity (%)
B4/B5	3400	75%
B6 (SCOTEX)	6800	57%
HARSPNBLY	8000	79%
B7 (SSHARN)	8325	86%
GMSNOW	4700	60%
EC5	5000	100%
LE1 (SEIMP)	8500	71%
B15 (ESTEX)	7500	88%
SC1	7300	100%



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)

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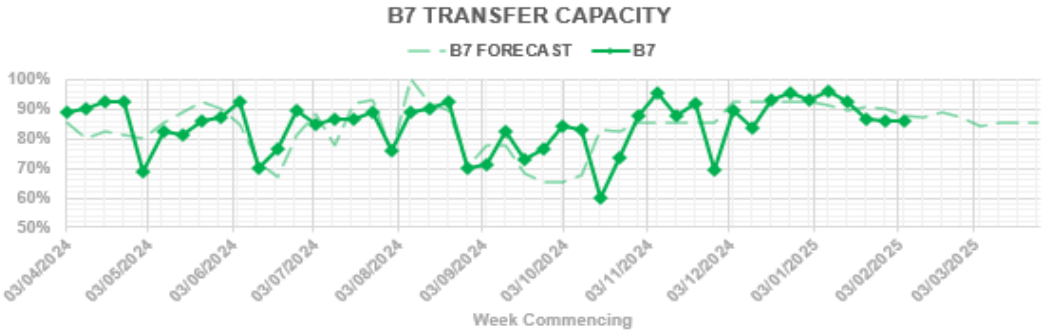
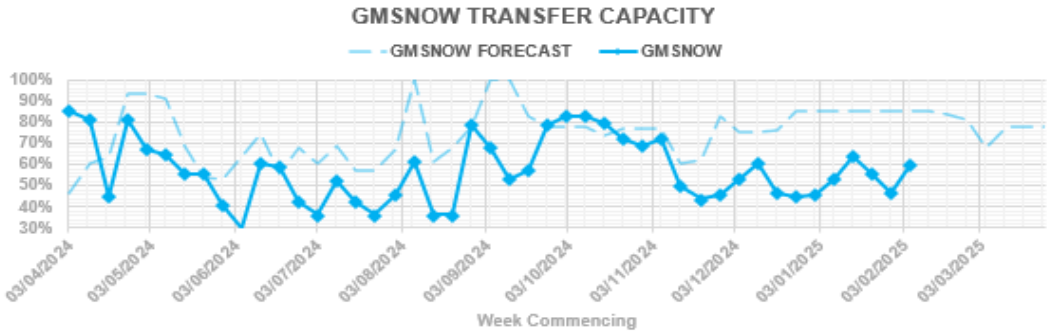
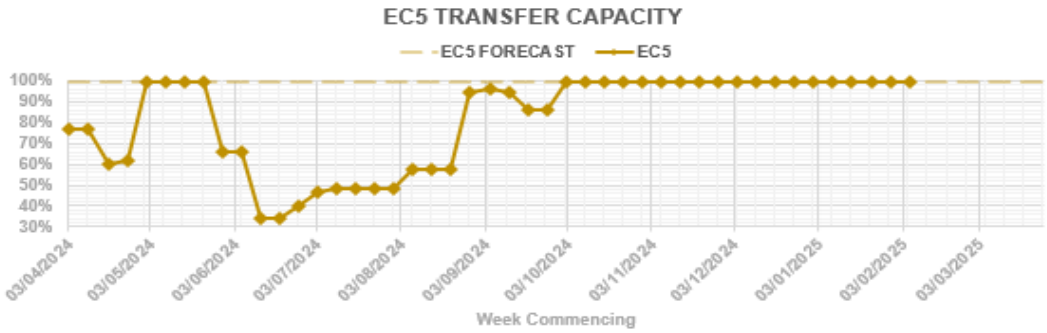
Transparency | Network Congestion

Slido code #OTF







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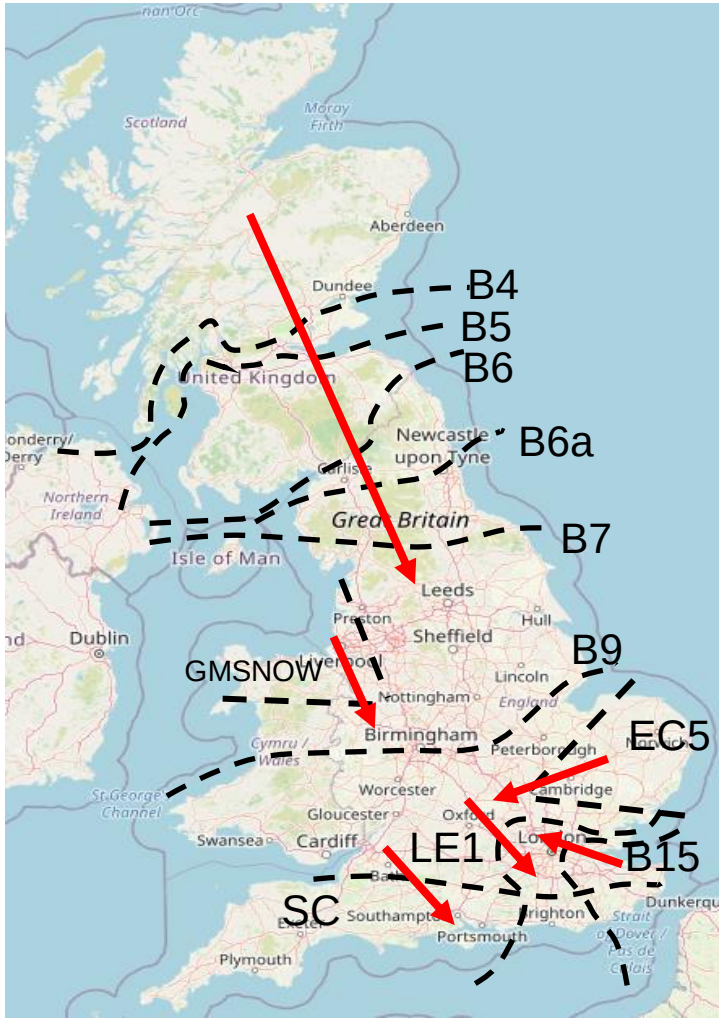

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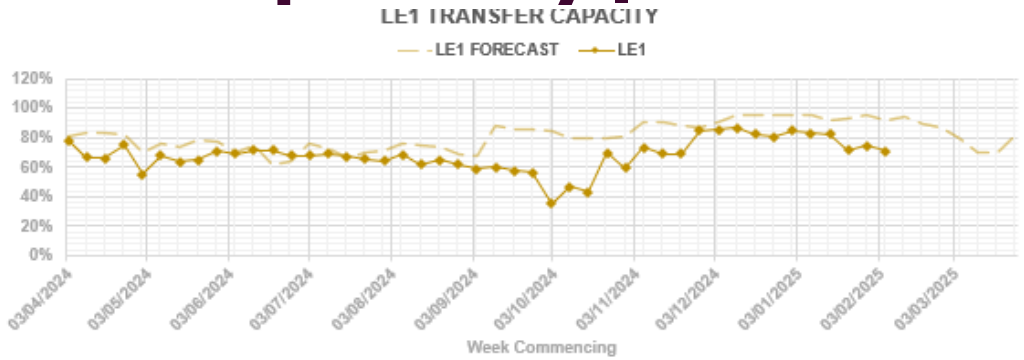
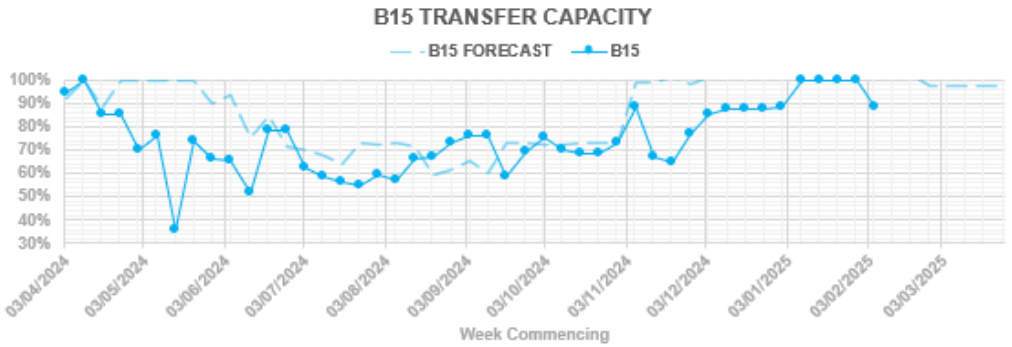
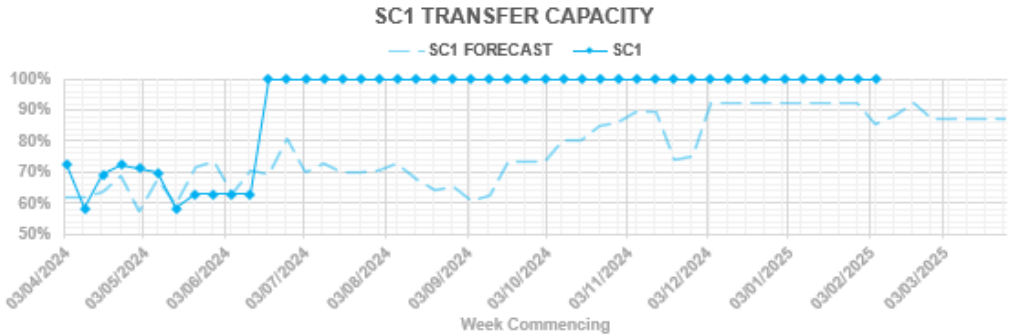
NESO National Energy System Operator

Transparency | Network Congestion

Slido code #OTF







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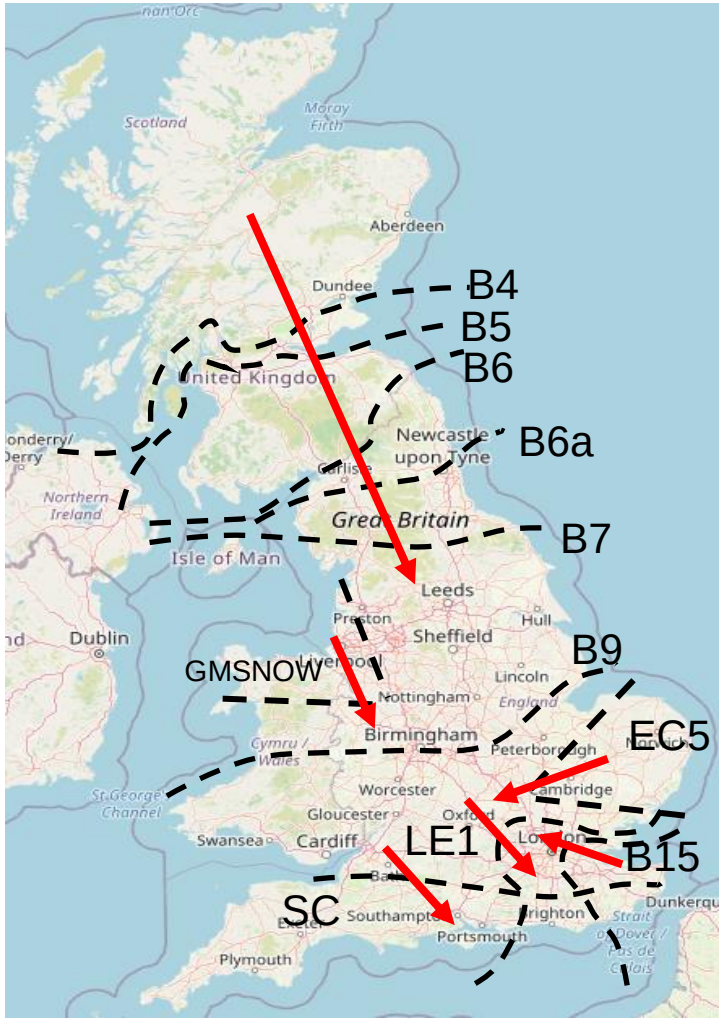
B15 (ESTEX)	7500	88%
SC1	7300	100%



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)

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Previously Asked Questions

Slido code #OTF

Q: Now its 2025, do you forecast any periods that could result in 100% low carbon dispatch? and could NESO balance that?

A: 100% low carbon dispatch will ultimately be dependent on the market conditions at the time. In our 2024 Operability Strategy Report, we set out how our progress across the programme of work has enabled us to get closer and closer to 100% Zero Carbon Operation, and we expect the remaining work to close the gap.

Q: During Storm Éowyn did any generation trip?

A: Nothing we are aware of that was directly connected to the transmission network.

Q: Thanks for the inertia update, good to know the Stability pathfinders contribution is being included however, can you split this out in your figures please? Ie. how much of daily min. levels came from the 3 Pathfinders? I believe this question was asked a year ago so apologies if it already exists?

A: Thanks for the suggestion we will consider the data presentation in FRCR 2025 report.

Previously Asked Questions

Slido code #OTF

Q: As part of NESO ongoing transparency will all 50 trips during the storm mentioned in the OTF be reported via the data portal GC105 & GC151 System Incidents Reports?

A: On the NESO's external website, we will be uploading all the trip events on the NETS (National Electricity Transmission System) based on the Grid Code OC3 criteria. Please look out for our standard regulatory reports in the coming months.

Q: If you have a "real" measure of inertia that is actually used operationally, surely this should be the only published and official measure of inertia vs. some more theoretical estimate?

A: Thanks for the feedback. As mentioned we will work on aligning two datasets; system outturn inertia and the operational tool estimation.

Q: Qi- would also suggest noting in each region where the inertia shown, the scale of directly connected power electronic devices present, minus any gridform capacity. Inherently the remaining gridfollow converters must follow the imparted voltage & angle movement of a frequency disturbance.

A: Thank you for this feedback.

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Previously Asked Questions

Q: thanks Qi for the answer to my inertia Bal. cost savings, you said the volumes are included in calculating the cost but didn't sound like the £2bn cost was included that calc? This avoids the need for procuring 30% more CCGTs. e.g 22June you saved £26m but spent [£20m pathfindr?] to get to this point?

A: Savings from reduced min inertia requirement and saving from pathfinder units are different questions.

In the inertia volume and cost calculations up to end of 2024 we have all Pathfinder Phase 1 units. One unit from Pathfinder Phase 2 is going live soon and remaining Phase 2 and Phase 3 units to go live over the next few years.

The cost of contracting pathfinder (phase 1 in this case, as for 2024) units are not included in this calculation as the inertia values are included in the "existing inertia". The benefits provided by pathfinder units is indirectly included, as the cost saving comes from the fact that less machines are needed to be instructed to meet inertia purpose.

The benefits from the contracted pathfinder units are quantified separately from this FRCR inertia policy benefit calculation.

Advance Questions

Slido code #OTF

Q: (18/12/2024) Hi, could you outline what further changes (engineering or control room protocols) are still required to be made to enable periods of zero-carbon running?

A: Our 2024 Operability Strategy Report sets out the plans we are delivering to ensure we meet the challenges of operating the electricity system at zero carbon for short periods of time in 2025. Further detail about this programme of work is available in the report.

Q: Hi, on last week's webinar Lizzie Blaxland said there was only one advance question still unanswered "on slide 41", but there are in fact four. There is a bsad question, a SO-SO trade question, and two questions of particular interest to me not least as one is mine: changes still required to allow zero-carbon running, and prospects for periods of zero-carbon running in 2025.

I asked my question over a month ago; could we have answers soon please?

A: Thanks for pointing this out.

NESO referred to 'one outstanding question, that we are still working on, on slide 41' for the webinar on 22.01.2025, though we do appreciate there were several unanswered 'Advanced Questions' in the pack.

We recognise it is important it is for all forum questions (however received) to remain visible in the pack until we can provide an answer. We continue to work with the relevant experts to provide complete answers to all questions as is practically possible

Advance Questions

Slido code #OTF

NESO teams are still working to answer these questions

Q: (10/01/2025) On Wed. 8th January, it appears that NESO conducted a SO-SO trade with the Danish SO to flow MW across the Viking Link in periods 34-38.

On the BMRS these trades appear T-flagged for system reason but at zero price. The NESO DataPortal also shows the volume at £0/MWh and T-flagged.
With the trade input at £0/MWh, the volume is unlikely to occupy its correct place in the Offer stack and .: the presented indicative view of cashout to the market on the BMRS won't be as good as it could be.**

Is there a reason why when, the SO-SO trade is entered, that a price cannot be input too at the same time so that the market has a better indicative cashout view?
Market participants will now have to wait until Settlement Run data is published, the earliest possible would be II run on 15th January with SF run on 30th January.

Q: (15/01/2025) Why were arbitrage tagged BSAD with VKL (£0) for SPs 36 & 38 last Wednesday included but not for surrounding SPs when VKL was emergency instructed?

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Advance Questions

Slido code #OTF

NESO teams are still working to answer these questions

Q: (29.01.2025) I like most, pretty well understand how you operate and switch on and off to maintain supply, what we really want to know if what's happening Unfortunately, getting new power connected to the grid, what source and when!
A: Unfortunately, this topic is outside the scope of the OTF but we are consulting with our colleagues to find out what information is available for you.

Q: BSAD shows that SPs 34-48 on 2nd February contained 700MW of downreg over North Sea Link at a £0 price. We are assuming this is a reoccurrence of the issue detailed in slide 20 of the January 8th OTF. Is this correct?
That slide said that: "Going forwards a change is required to our system to ensure these incorrect values are not picked up in future", can we have an update on when this work is likely to be finished? Thanks a lot.

Outstanding Questions

Slido code #OTF

NESO teams are still working to answer these questions

Q: NESO only send IPs to the BMU – this is a limitation of EDL - was this not meant to be resolved in the EBS1 2010 system refresh parties paid for?

Q: The previously asked questions say that there are sometimes indicative prices given for SO-SO trades to the control room. Can these be published real-time, or at least reasonably quickly? They would be a significant improvement on the current £0 value.

Q: Ref deep dive today, is the BoA flagging consistently applied when plant run for inertia but also replacing constrained MW in Scotland? Thanks, Christopher

Outstanding Questions

Slido code #OTF

NESO teams are still working to answer these questions

Q: High wind speed shutdown of wind farms was a particular concern in previous storms. Particularly regards the control rooms ability to predict or understand expected behaviour. NESO have worked with the sector on this - were improvements seen this time round and what was the scale of such actions?

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Reminder about answering questions at the NESO OTF

Slido code #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 NESO), and we will not comment on these challenges. This type of concern can be reported to the Market Monitoring team at: marketreporting@nationalenergyso.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.neso.energy/what-we-do/systems-operations/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 NESO 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

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slido

Audience Q&A

ⓘ 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@nationalenergyso.com

Click here to complete the OTF Survey of 2024 NOW!

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Appendix

Purpose and scope of the NESO 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 NESO 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
NESO operational approach & challenges
NESO 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 NESO Control Room actions & decision making
Activities & operations of particular market participants
NESO policy & strategic decision making
Formal consultations e.g.: Code Changes, Business Planning, Market development

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Managing questions at the NESO Operational Transparency Forum

Slido code #OTF

- 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@nationalenergyso.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 | NESO
- **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 NESO 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.

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