

# OTF Survey Report

Operational Transparency Forum

June 2024



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## Executive summary

We conducted a detailed survey of the Operational Transparency Forum (OTF) in December 2023 to understand how the OTF is meeting customer expectations and what improvements we can make to increase customer value.

The majority of responses were in support of maintaining the current format of the OTF – weekly and online – therefore we will continue with this format.

We have identified 4 key themes from the feedback comments:

- 1) OTF-Specific: Requiring names when asking questions during OTF via Slido
- 2) OTF-Specific: Naming individual units
- 3) Cross-ESO: Scheduling of ESO events
- 4) Cross-ESO: Virtual vs in personal attendance at ESO events

We have agreed new positions on all 4 topics, which aim to strike a balance between the differing opinions expressed through the comments.

We have reviewed all comments and provided individual responses to each feedback comment in this report. Our responses detail the changes we will make to incorporate the feedback/suggestions, or an explanation as to why we cannot address the request.

We will continue updating the material in the OTF to reflect the comments received and will create a timeline for the future topics and deep dives requested.

We will also conduct a shorter survey towards the end of 2024 to check whether the changes we have made have improved the customer experience.

## Introduction

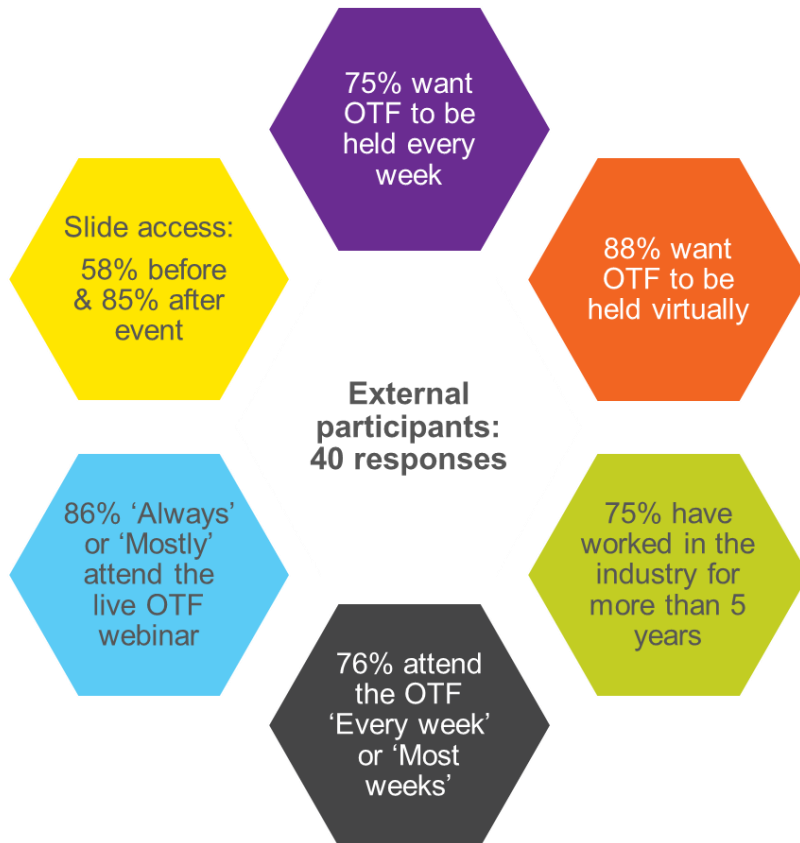
We conducted a detailed survey of the Operational Transparency Forum (OTF) in December 2023. The aim of the survey was to understand how the OTF is meeting customer expectations and what improvements we can make to increase customer value.

The survey was open from 6<sup>th</sup> December to 21<sup>st</sup> December and was sent to all registered external participants (1043) via email. The survey was also advertised at the OTF on 6<sup>th</sup> December, 13<sup>th</sup> December and 21<sup>st</sup> December to allow participants who are not registered to complete the survey.

We received 40 external responses, which included 87 'background' comments (e.g., 'I join the OTF because...') and 156 feedback comments (e.g., 'I like / do not like...'). The 156 feedback comments comprise of:

- 41 positive comments
- 59 constructively challenging comments
- 56 comments suggesting new regular content or deep dives

We have reviewed all comments and provided individual responses to each feedback comment in this report. Our responses detail the changes we will make to incorporate the feedback/suggestions, or an explanation as to why we cannot address the request.



## Key Themes

We have identified several key themes that are mentioned throughout the responses. We have summarised the feedback and our response:

### OTF-Specific: Requiring names when asking questions during OTF via Slido

#### Feedback received:

We have received contradictory comments – 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 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.

1. Using the advance question form. Questions asked in this way will be included in the slide pack the following week without names.
2. 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.

### OTF-Specific: Naming individual units

#### Feedback received:

A regular request to reconsider our position of not commenting on individual BMUs as this provides useful insight and is often available in published data.

#### ESO response:

We appreciate your feedback and we have reviewed our position on whether we will comment on individual BMUs and will now follow these principles:

1. 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.
2. 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).
3. 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-ESO: Scheduling of ESO events

#### Feedback received:

There isn't a comprehensive list of ESO events so participants are using the OTF to gain visibility but the OTF isn't able to provide a complete picture. There are also perceived frequent clashes between ESO events so participants must choose which event is more important to them.

#### ESO response:

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

We're working to improve our internal planning, so we don't conflict with other major industry events or overlap with other ESO events. We're also looking at how we can better utilise our [website events calendar](#)

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to ensure you have sight of all the opportunities relevant to you, all in one place and promoted well in advance.

Please sign-up to our weekly newsletter, [Plugged In](#), to receive regular updates on industry information, project progress and events: subscribe [here](#).

We're also looking at how we host our events to make them as accessible as possible.

For example: we recently changed how we run our regular [Markets Forums](#) by trialling 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.

We had 259 people sign-up for the Q&A and around 158 views of the video ahead of the live event. Feedback from the live event about the format has been positive with people appreciating video format and Q&A session a week later. We're also holding another Markets Forum in person in May, which will also be livestreamed.

### Cross-ESO: Virtual vs in personal attendance at ESO events

#### **Feedback received:**

Participants regularly provide feedback through the OTF that in-person only events are not inclusive. There is a view that all events should have a remote attendance option but this feedback isn't being taken on board by ESO.

#### **ESO response:**

The ESO 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.

## Suggestions for Future Topics

We received 62 requests for future topics. These requests were provided in response to one of these questions:

1. Are there any other regular content topics you would like included?
2. Are there any specific deep dives or focus topics you would like us to consider?

Some survey comments included multiple suggestions so we have split these into multiple rows in the table below to allow us to explicitly respond to each request. Our response either:

1. Confirms we will provide material on the suggested topic in future, either through a deep dive, focus topic or regular content.
2. Provides a link to where this information can be found, either a webinar recording or another planned webinar.
3. Explains why we are unable to fulfil the request.

## Next Steps

We will continue updating the material in the OTF to reflect the comments received and will create a timeline for the future topics and deep dives requested.

We will conduct a shorter survey towards the end of 2024 to check whether the changes we have made have improved the customer experience with OTF. In the meantime, we welcome any additional feedback via [box.NC.Customer@nationalgrideso.com](mailto:box.NC.Customer@nationalgrideso.com).



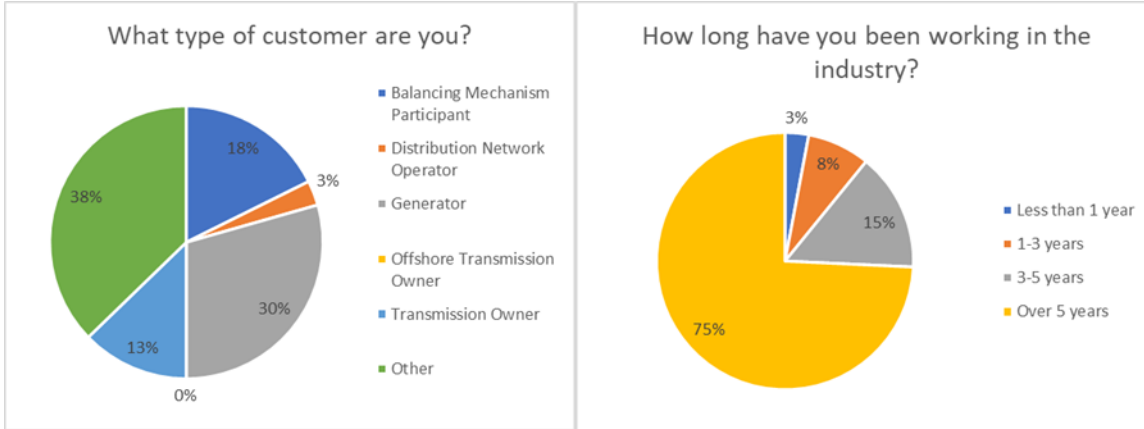
## Multiple choice questions



## Multiple Choice Questions

### Understanding the OTF's participants

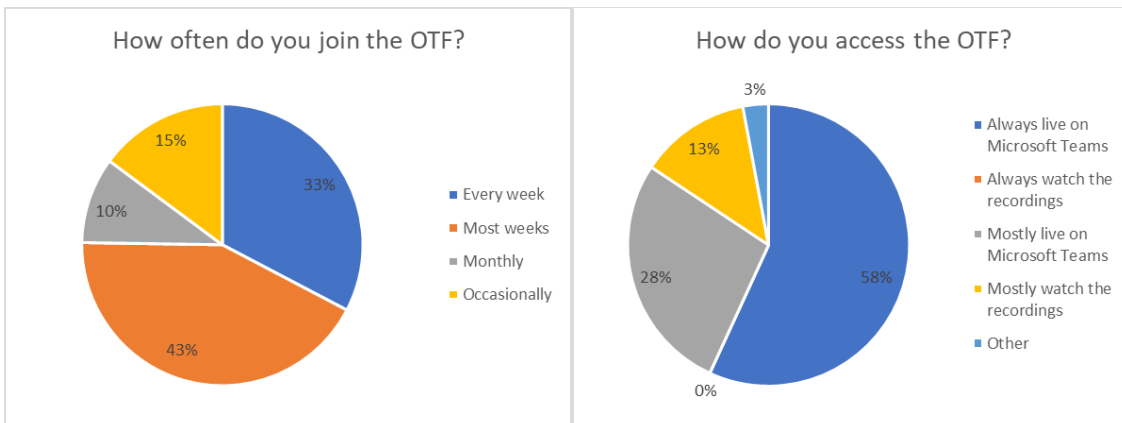
These questions were used to help us understand who attends the OTF.



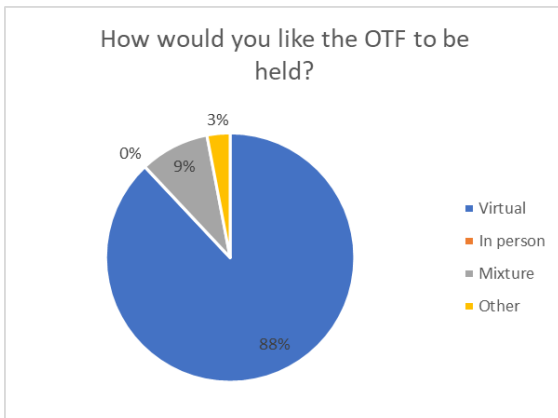
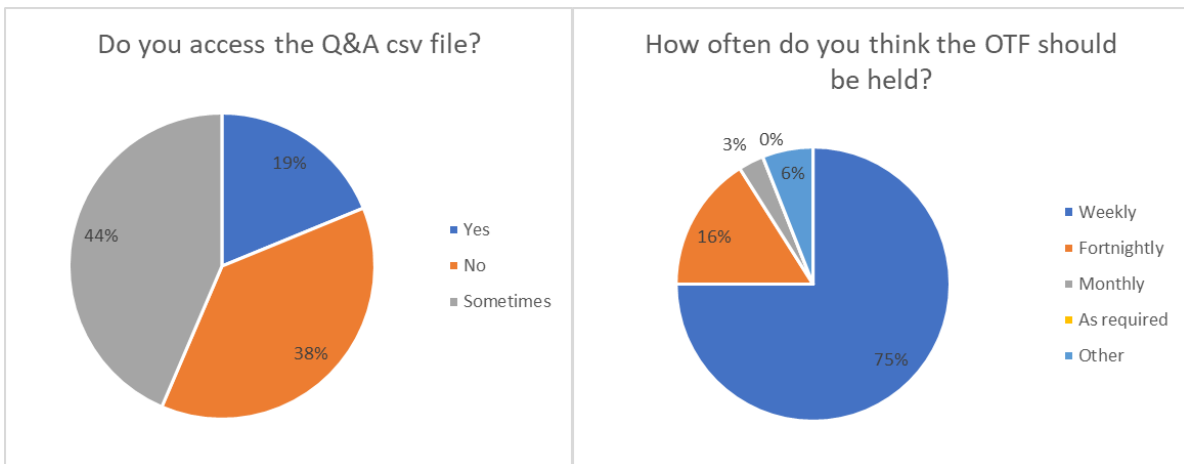
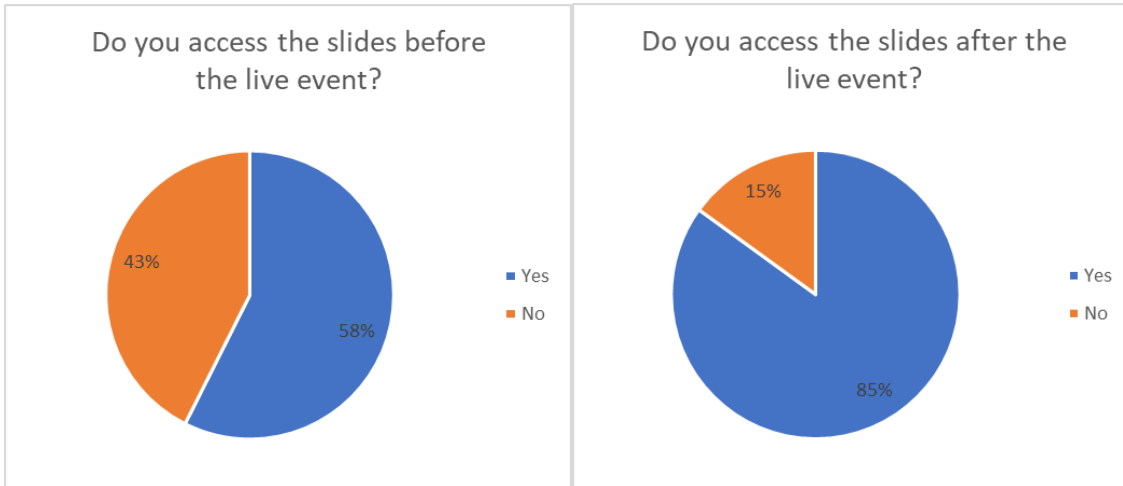
These responses show the wide range of participants, with 38% selecting 'Other'. The 'Other' responses can be grouped into the following categories: traders, consultants, suppliers, regulators, government, and software vendors.

### Understanding engagement

These questions were used to help us understand how participants are engaging with OTF and how they would like to engage in future.



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The key takeaways from this section of the survey are:

- The majority of respondents (88%) want the OTF to be held virtually.
- The majority of respondents (75%) want the OTF to be held every week.
- The majority of respondents (86%) 'Always' or 'Mostly' attend the live OTF webinar, rather than watching the webinar recording afterwards.

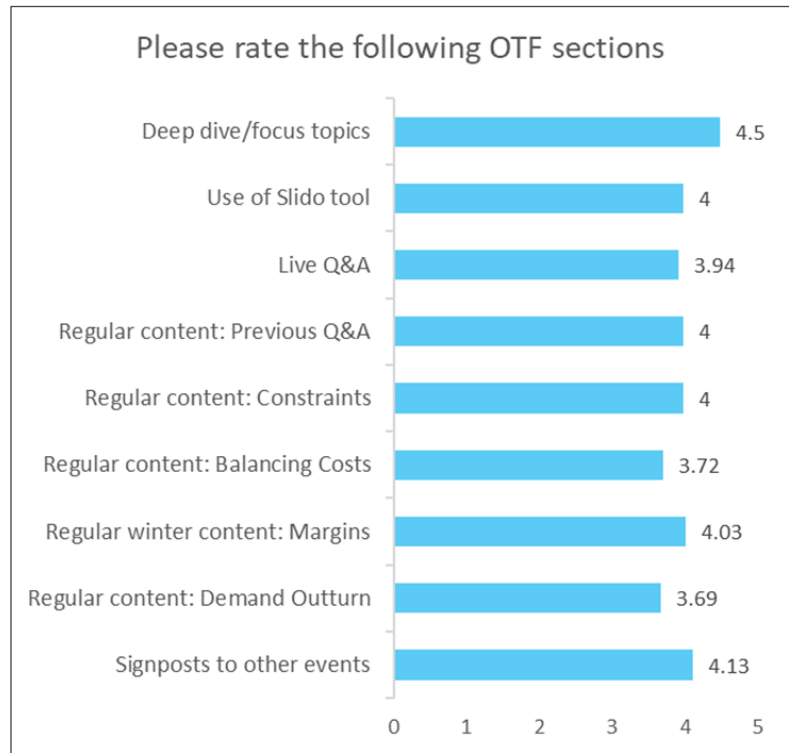
We will therefore maintain the current format of the forum (i.e., weekly and virtual).

## Understanding views on individual OTF sections

These questions were used to understand how well each section of the OTF is received and whether they are still relevant. All sections were scored out of 5.

This shows us which sections of the OTF add the most value to participants. For each section, there are at least 17 scores of '4' or '5' and at least 1 scores of '1' or '2'. This highlights the wide range of participants that are engaging with the OTF.

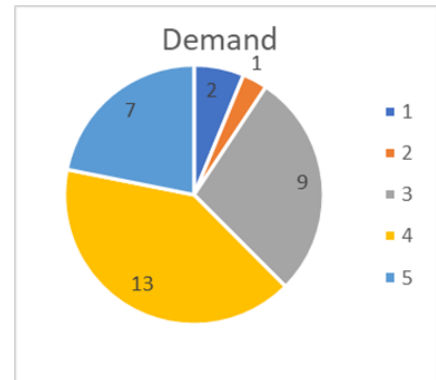
This is an example of the question asked, the average score given, and all comments provided in relation to this section.



Q: Please rate the following OTF sections on a scale of 1-5 with 1 being not useful/relevant and 5 being very useful/relevant.

Section: Demand outturn

Average score: 3.69/5



### Comments received:

- 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.
- Useful to see what happened. Would like solar and wind stripped out so we see "real" demand.
- Useful for peak demand and forecast deltas
- Tends to be slide-reading rather than insight. The useful parts are not the forecast itself, but \*why\* the forecast says what it does
- Keep doing what you are doing
- Not really of interest

The graphs and comments for all sections are shown in the relevant section of the report.



# Response to individual comments

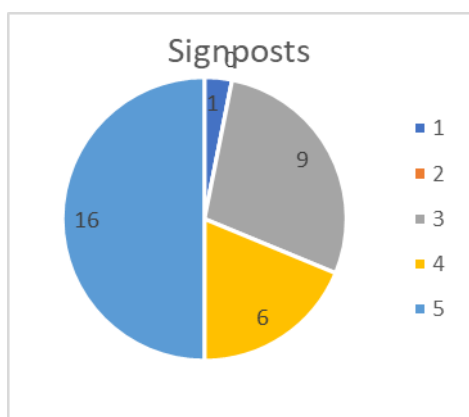
## Response to Individual Comments

This section contains all comments provided in response to the specified question with ESO’s response either explaining how we are addressing the feedback or why we cannot do this.

We have also included feedback received on similar topics after the survey closed.

All comments are included in their original unedited form.

### Signpost to other events



#	Survey Comment	ESO Response
1.1	Very useful	Thank you for your support.
1.2	Keep doing what you are doing.	Thank you for your support.
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?	<i>The following response brings together Survey Comments 1.3 to 1.8 which all relate to how we (the OTF and wider ESO) publicise our events:</i>
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.	We're really grateful for your feedback on how we organise and promote our events. We're working to improve our internal planning, so we don't conflict with other major industry events or overlap with other ESO events. We're also looking at how we can better utilise our <a href="#">website events calendar</a> to ensure you have sight of all the opportunities relevant to you, all in one place and promoted well in advance.
1.5	Some key events are missing, or overlapping, or in person only, which isn't possible within our company.	Please sign-up to our weekly newsletter, <a href="#">Plugged In</a> , to receive regular updates on industry information, project progress and events: subscribe <a href="#">here</a> .
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.	We're also looking at how we host our events to make them as accessible as possible. For example: we recently changed how we run our regular Markets Forums by trialling an online only event, with a recording available in advance to make the content more digestible

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.

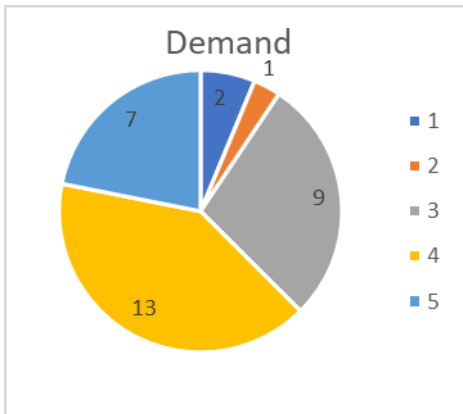
1.8 shouldn't need this, should just be a webpage with all upcoming ESO event to refer to

and then a follow-up, live Q&A session to enable better discussion on the hot topics.

We had 259 people sign-up for the Q&A and around 158 views of the video ahead of the live event. Feedback from the live event about the format has been positive with people appreciating video format and Q&A session a week later. We're also holding another Markets Forum in person in May, which will also be livestreamed.

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Regular content: Demand Outturn



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

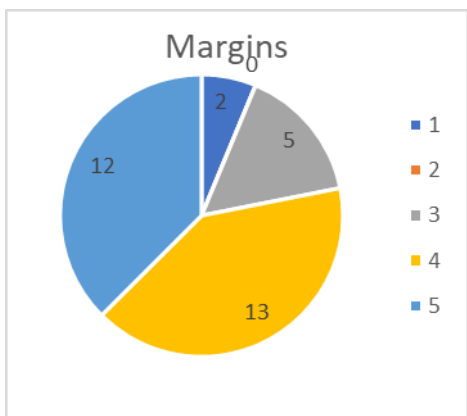
to understand if it can be done especially given how much solar is due to increase going forward.

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

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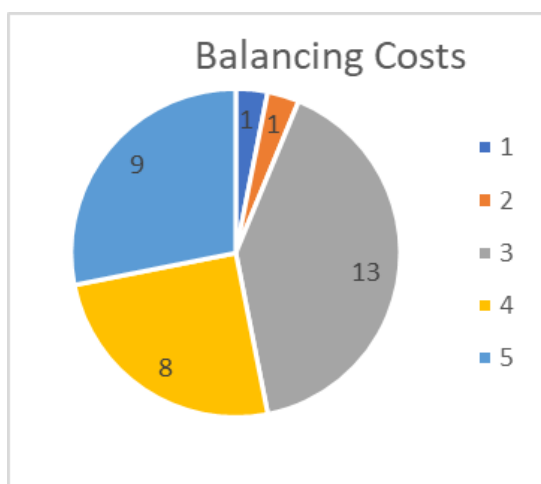


Regular content: Margins



#	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.
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.	<i>The following response brings together Survey Comments 3.5 and 3.6 which both suggest additions to the current slide:</i>  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?	
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.

Regular content: Balancing Costs



#	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.
4.2	Nothing useful, all in MBSS and doesnt deal with details enough of why actions have been taken	<p>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 provide more insight.</p> <p>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</p>
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.	<i>The following response brings together Survey Comments 4.3, 4.4 and 4.5, which relate to how we present the Balancing Costs information:</i>
4.4	verbal commentary provided is mechanical - don't just tell us what we can see on the slides ..... what	The balancing cost slides provide an early indicative view of balancing costs (before settlements). We currently report the costs for

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

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.

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.

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

4.5 Fairly top level

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 provide 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.

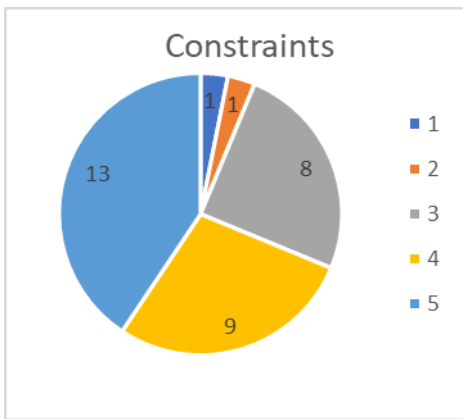
4.7 Useful to track the costs.

Thank you for your support.

4.8 Keep doing what you are doing

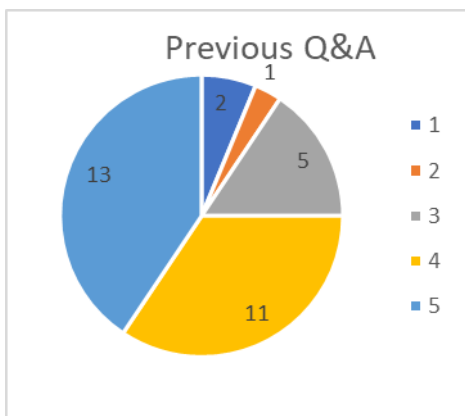
Thank you for your support.

Regular content: Constraints



#	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	We are reviewing our policy on sharing this type of data and how this will change when we become NESO. This policy will be communicated in summer once we are NESO.
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.  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.
5.5	Keep doing what you are doing	Thank you for your support.
5.6	<b>Email Request:</b>  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.

Regular content: Previous Q&A



#	Survey Comment	ESO Response
6.1	don't read out the answers to previous and advanced questions unless you are going to provide additional information to supplement the text on the slide ..... I can read the text myself!	We agree with the sentiment of this comment. We don't routinely read out the previous Q&A slides unless there are key questions we want to highlight. However, we do use this section to give our experts time to find answers to live questions. This enables us to avoid "dead air" and prepare more answers ready for the live Q&A.
6.2	Good to answer parties questions. I note there are no names on those - which for me would add colour. Add names unless they ask to be confidential?	<p>We have received differing feedback on our approach asking for and including names in Q&amp;A. We understand both perspectives and hope our approach is a fair compromise.</p> <p>We require full names or organisations in the live Q&amp;A via Slido but we will not publish the names in the Q&amp;A csv file or on the previously asked questions slides.</p> <p>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.</p> <p>1) Using the <a href="#">advance question form</a>. Questions asked in this way will be included in the slide pack the following week without names.</p> <p>2) Via <a href="mailto:box.NC.Customer@nationalgrideso.com">box.NC.Customer@nationalgrideso.com</a> Questions asked in this way will be responded to directly, unless we are explicitly asked to include the answer in the OTF.</p>
6.3	Not all questions are answered in a timely fashion.	<p><i>The following response brings together Survey Comments 6.3 and 6.4, which relate to the time taken to respond to questions:</i></p> <p>We agree there are occasions where particular questions have taken more than a week to answer. During 2023 we reviewed our internal processes for managing the outstanding questions and have seen some improvements.</p>
6.4	Often can take a while for answers, which often can be a fairly standard response on not being able to comment on certain situations	We would prefer to answer all questions live on the day but this is not always possible. Sometimes our subject expert is not available, the answer needs data analysis or investigation, or the question touches on a unique perspective which we have not

previously considered. We do aim to bring answers to the forum the following week.

On occasion a question is more complex and may even fall outside of the scope of the OTF. Where we are aware the answer is of interest to the forum participants, we will retain ownership of the question within the OTF while we consult the relevant ESO team. These questions can appear on the outstanding list for a much longer time and we consider this is important to keep the person who raised the question and the forum updated on progress.

6.5 To see what issues others are raising and ESO's answer or non-answer. It is very frustrating when OTF refers an answer to another team and it never gets answered.

We agree this must be very frustrating when you have a specific interest in a question referred on from the forum.

The primary purpose of the OTF is 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 forum does also signpost other ESO events, provide deep dives into focus topics, and allow industry to ask questions.

On occasion a question falls outside of the scope of the OTF. We have tried to identify those questions where the answer is of interest to the forum participants so we can ensure the answer is reported back to the OTF. If this is not possible, we will always ensure the team working on the question is in contact with the person asking the question.

We have reviewed our internal processes for managing OTF question but if you have missed a particular answer (or think we have failed to follow something up) please contact us for an update at: [box.NC.customer@nationalgrideso.com](mailto:box.NC.customer@nationalgrideso.com)

6.6 Often previous Q&A not answered go into a bermuda triangle of non-update before reappearing as either a different question or a non-answer. I'm not sure this adds anything to OTF. If a question can't easily be answered at OTF just say that and leave it to be picked up somewhere else.

We agree there are occasions where particular questions have taken more than a week to answer. We have reviewed our internal processes for managing the outstanding questions and do aim to bring answers to the forum the following week. We also ensure questions are transferred accurately from the source (Slido, advance question form or email) to record and answer the actual question asked. All questions, once answered, are published in our Q&A document on the webpage:

<https://www.nationalgrideso.com/what-we-do/electricity-national-control-centre/operational-transparency-forum>

We appreciate your suggestion that we leave questions to be picked up elsewhere but we have chosen not to do this. Other OTF participants have told us that they particularly value the opportunity to ask questions at the OTF as otherwise it is not always clear where to direct their question. We also heard from participants who want all questions to be published in the forum so the answers are accessible.

6.7 A really important way to ensure past questions don't get lost

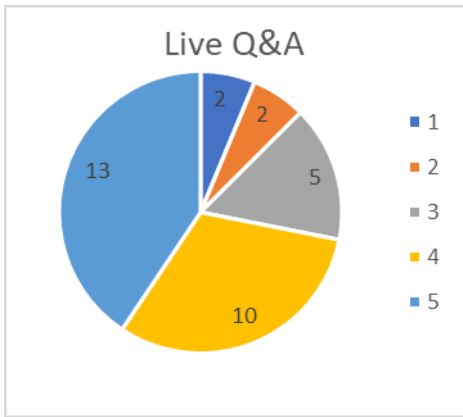
Thank you for your support.

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6.8	Useful but dont have the ability to follow up again if you dont like the answer	If you would like to follow up on an answer then please contact us via the <a href="#">advance question form</a> or <a href="mailto:box.NC.Customer@nationalgrideso.com">box.NC.Customer@nationalgrideso.com</a>
6.9	very useful	Thank you for your support.
6.10	Keep doing what you are doing	Thank you for your support.
6.11	Good content	Thank you for your support.

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Live Q&A

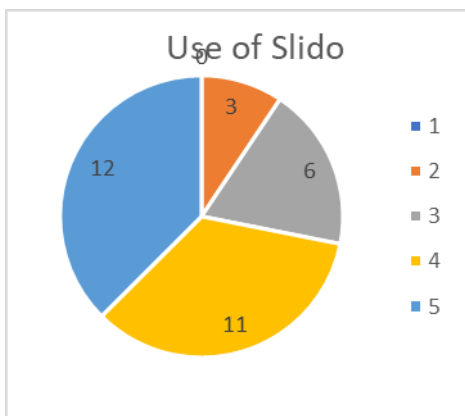


#	Survey Comment	ESO Response
7.1	Useful, but requiring names and companies can lead to harassment on social media, a good question should be answered regardless who it's from. Also can create additional scrutiny of companies strategies which might be sensitive.	<p>We have received differing feedback on our approach asking for and including names in Q&amp;A. We understand both perspectives and hope our approach is a fair compromise.</p> <p>We require full names or organisations in the live Q&amp;A via Slido but we will not publish the names in the Q&amp;A csv file or on the previously asked questions slides.</p> <p>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.</p> <p>1) Using the <a href="#">advance question form</a>. Questions asked in this way will be included in the slide pack the following week without names.</p> <p>2) Via <a href="mailto:box.NC.Customer@nationalgrideso.com">box.NC.Customer@nationalgrideso.com</a> Questions asked in this way will be responded to directly, unless we are explicitly asked to include the answer in the OTF.</p>
7.2	Too many questions are not technically answered. I've asked multiple questions and challenged the answers with the challenge is normally ignored / overlooked.	<p>If you would like to follow up on an answer then please contact us via the <a href="#">advance question form</a> or <a href="mailto:box.NC.Customer@nationalgrideso.com">box.NC.Customer@nationalgrideso.com</a></p>
7.3	This needs to be much more transparent otherwise the title of the meeting needs to be changed, as title is unfortunately no longer reflecting reality.	<p>We appreciate your feedback. We continually challenge the content prepared for the forum with the aim of being as transparent as possible. However, being transparent does not mean sharing all of the information and data to which the ESO has access. For example, we have to consider who owns the data (often not the ESO), is it confidential for commercial or security reasons, etc.</p> <p>If there are particular items where you want us to be more transparent please contact us at: <a href="mailto:box.NC.Customer@nationalgrideso.com">box.NC.Customer@nationalgrideso.com</a></p>



- 7.4 Useful to see other's comments. I think OTF should be doing more to explain skips. We are pleased you find the Q&A useful.  
You are correct the OTF has not included content about "skips", economic dispatch, etc. since the Dispatch Transparency webinar held on 2 June 2023 (webinar recording can be found [here](#)). Recent work has continued under the activities of "[Enhancing Storage in the Balancing Mechanism](#)". The ESO has been reviewing our approach and we are planning to include more content at the forum and arrange dedicated webinars in the coming months.
- 7.5 One of the only ways to get timely responses from the ESO Thank you for your support.
- 7.6 Industry questions rarely properly answered - usually just "batted" away or dismissed. *The following response brings together Survey Comments 7.6 and 7.7:*  
We aim to provide comprehensive answers to as many questions as possible in the live forum. However, this can be challenging due to the time constraint.
- 7.7 limited use as cant clarify or challenge response  
If you feel that we haven't fully answered your question then please contact us via [box.NC.Customer@nationalgrideso.com](mailto:box.NC.Customer@nationalgrideso.com)
- 7.8 Very useful Thank you for your support.
- 7.9 Good to hear what is on parties minds, flag system events, etc. Thank you for your support.
- 7.10 Q&A good Thank you for your support.
- 7.11 Keep doing what you are doing Thank you for your support.

Use of Slido tool



#	Survey Comment	ESO Response
8.1	Great tool, keep using!	Thank you for your support.
8.2	Good tool, like to see it used.	Thank you for your support.
8.3	Useful to give a feel of market sentiment with the voting.	Thank you for your support.
8.4	Very good, I agree with asking for full names or organisations	Thank you for your support.
8.5	Works for live questions.	Thank you for your support.
8.6	Useful.	Thank you for your support.
8.7	Keep doing what you are doing	Thank you for your support.
8.8	Slido is blocked on our work PC's	<p>We appreciate this must be very frustrating for you and your colleagues. At the ESO we also have many apps blocked on our work laptops/phones for cyber security although some can be released on request.</p> <p>We decided to use Slido because it provides the tools we need to manage the questions within the live forum.</p> <p>You are always welcome to use the <a href="#">advance question form</a> or ask your questions via <a href="mailto:box.NC.Customer@nationalgrideso.com">box.NC.Customer@nationalgrideso.com</a>. When sending questions via email please state if you would like it to be included in the OTF Q&amp;A.</p>
8.9	limited in characters but generally works well	<i>The following response brings together Survey Comments 8.9 and 8.10 which both relate to Slido character limits:</i>
8.10	A great tool for collecting inputs. If the input length can be extended that would be	The character limit is currently set to 300 which is the maximum limit in Slido. If participants would like to ask longer questions there are

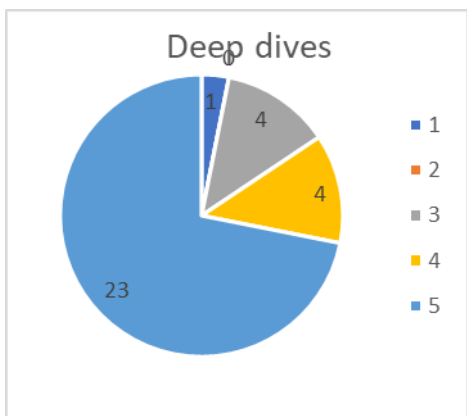
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great; currently forces abbreviations and curt write-ups

two alternative methods with no character limit - the [advance question form](#) or via [box.NC.Customer@nationalgrideso.com](mailto:box.NC.Customer@nationalgrideso.com)

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Deep dives / focus topics



#	Survey Comment	ESO Response
9.1	These are always very insightful and well received. Please continue!	Thank you for your support.
9.2	these are normally very interesting .... more please	Thank you for your support.
9.3	Very interesting, and for the most part where I come to learn a bit more about topics, rather than just everyday things.	Thank you for your support.
9.4	Deep dives are most useful	Thank you for your support.
9.5	Keep doing what you are doing	Thank you for your support.
9.6	Extremely helpful, typically very well prepared. Should be more of these (suggestions below)	Thank you for your support.
9.7	Some of these are a bit techy, some are a repeat of other events presentations, others are truly excellent and very informative.	<p>Thank you for this feedback. One of the revelations from the survey has been the very wide range of interests and expertise amongst forum participants. We appreciate this means topics will be of varying levels of interest to different groups. We are considering options to collect feedback on these presentations to help us understand what the forum participants find most useful and where we need to improve.</p> <p>We have previously arranged focus topic or deep dive presentations in response to specific requests or high volumes of questions or as an opportunity to inform the forum. We will continue to do this and are also reviewing all the topics requested through the survey responses and will be planning these into the forum over the coming months.</p>

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- If there is a particular topic you would like us to cover at the OTF please let us know us at: [box.NC.Customer@nationalgrideso.com](mailto:box.NC.Customer@nationalgrideso.com)
- 9.8 Useful - but these are erratic on timing. We appreciate your feedback. We are reviewing the list of topics requested through the survey responses and will be planning these into the forum over the coming months.
- If there is anything you would like us to cover at the OTF do please tell us at: [box.NC.Customer@nationalgrideso.com](mailto:box.NC.Customer@nationalgrideso.com)
- 9.9 I cannot stress how frustrating it is when ESO indicates that there will be a deep-dive at an OTF then changes it without advance notice. A specific example of this being today (13/12). During the OTF on 07/12, ESO indicated there would be an introduction to an upcoming BM Data Quality project, I, and others within my organisation, ensured we were available to attend OTF on 13/12 specifically for this introduction. There was no indication that this had been rescheduled before the slides were published immediately before the OTF. Please accept our apologies for this inconvenience. On this occasion the cancellation at short notice was outside of our control. We appreciate this was very frustrating, but hope you were all able to join the following week and participate in the project.
- We have taken steps to reduce the risk of short notice cancellations and will consider how we can keep participants informed if we need to change the forum content at short notice.
- 9.10 Some topics, such as EAC deep dive can be complicated with little ability to give feedback or ask questions. We appreciate your feedback and we are considering options to collect feedback on these presentations to help us understand what the forum participants find most useful and where we need to improve.
- EAC is indeed a complicated topic and we apologise if it was not made clear how to access further information and provide feedback. This can be done at: [Enduring Auction Capability \(EAC\) | ESO \(nationalgrideso.com\)](#)
- We are always interested to hear your views and receive your questions at: [box.NC.Customer@nationalgrideso.com](mailto:box.NC.Customer@nationalgrideso.com)
- 9.11 As discussed above- deep dives should answer the two tests- Are they addressing and informing OTF based on past Q&A? Are they capable of delivering transparency that would allow industry to understand/ contribute to the activity. If not then don't do them. There have been recent deep dives that have been the opposite of the above objectives and when that happens it just wastes stakeholder time. Thank you for this feedback. One of the revelations from the survey has been the very wide range of interests amongst forum participants. We appreciate this means topics will be of varying levels of interest to different groups. We are considering options to collect feedback on these presentations to help us understand what the forum participants find most useful and where we need to improve.
- We have previously arranged focus topic or deep dive presentations in response to specific requests or high volumes of questions or as an opportunity to inform the forum. We will continue to do this and are also reviewing all the topics requested through the survey responses and will be planning these into the forum over the coming months. If there
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is anything you would like us to cover at the OTF please let us know at: [box.NC.Customer@nationalgrideso.com](mailto:box.NC.Customer@nationalgrideso.com)

9.12 These have been, in my opinion, very useful. I would consider repeating some of these on an ongoing basis to educate new joiners to the OTF.

Thank you for your support. We do record the forum each week and these are published on our webpage at: <https://www.nationalgrideso.com/what-we-do/electricity-national-control-centre/operational-transparency-forum>

9.13 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

Thank you for your feedback. We will consider ways in which we can share more about the ESO operational activities. However we need to consider operational security which makes it unlikely we will be able to share details of the control room tools and systems.

Please write any additional feedback on the OTF here

#	Survey Comment	ESO Response
10.1	We've seen a lot of people asking for remote attendance options for events published via the OTF to no avail. To create an inclusive, accessible and informed industry we believe all events should have a remote attendance option.	<p>We're really grateful for your feedback on how we organise and promote our events.</p> <p>We're working to improve our internal planning, so we don't conflict with other major industry events or overlap with other ESO events. We're also looking at how we can better utilise our <a href="#">website events calendar</a> to ensure you have sight of all the opportunities relevant to you, all in one place and promoted well in advance.</p> <p>Please sign-up to our weekly newsletter, <a href="#">Plugged In</a>, to receive regular updates on industry information, project progress and events: subscribe <a href="#">here</a>.</p> <p>We're also looking at how we host our events to make them as accessible as possible.</p> <p>For example: we recently changed how we run our regular Markets Forums by trialling an online only event, with a recording available in advance to make the content more digestible and then a follow-up, live Q&amp;A session to enable better discussion on the hot topics.</p> <p>We had 259 people sign-up for the Q&amp;A and around 158 views of the video ahead of the live event. Feedback from the live event about the format has been positive with people appreciating video format and Q&amp;A session a week later. We're also holding another Markets Forum in person in May, which will also be livestreamed.</p>
10.2	Thank you for hosting the OTF - I find them very helpful to learn more about grid operations and to keep informed on the latest topics	Thank you for your support.
10.3	Innovation is not always about technology. The OTF and the willingness to be transparent and answer questions is an innovation in any sector. Please keep up the good work. Don't be discouraged by sometimes hostile questioning, which frankly I just find rude.	Thank you for your support.
10.4	The OTF was a very welcome addition to the suite of engagement offered by the ESO, and is now established as a regular, useful source of system information. The deep dive topics are a key element of the value of the OTF, as it adds depth to the regular information provision.	Thank you for your support.
10.5	I and other stakeholders value the effort put into these sessions and do welcome the major improvements to control room transparency that these sessions represent. Do keep up the good work.	Thank you for your support.

<p>10.6 The OTF is an essential forum and we greatly appreciate the time and effort put into running it. It works particularly well as a way for the ESO to communicate its views and updates.</p>	<p>Thank you for your support.</p>
<p>10.7 Overall though, I want to reiterate that we strongly support the OTF and the efforts to make it happen. We recognise that managing all these questions and preparing content every week is not trivial, and that everyone is putting in good work to make it happen. We're excited to continue contributing to productive ESO-Industry engagement, and while there are opportunities for improvement, we believe the trend is in the right direction.</p>	<p>Thank you for your support.</p>
<p>10.8 The rule to not comment on specific BMUs should be reconsidered. The whole of Balancing mechanism is transparent as well as settlement. Everybody sees everybody's metered/PN volumes and prices/cashflows as well as dynamic parameters. The only secret are ESO actions/processes that lead to specific decisions. The whole point of the OTF is to have insight into that. There should be a distinction between commenting on ESO actions regarding a specific BMU and commenting on a BMU that has nothing to do with ESO. For example: Why did T_BBBB submit PNs above their nameplate capacity? --should not answer. Why did you accept a BOA on T_BBBB if there was a cheaper similar technology BMU in the same zone? -- should definitely answer.</p>	<p><i>The following response brings together Survey Comments 10.8, 10.9 &amp; 10.10 which relate to commenting on specific BMUs:</i></p> <p>We appreciate your feedback and we have reviewed our position on whether we will comment on individual BMUs and will now follow these principles:</p> <ol style="list-style-type: none"> <li>1) 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.</li> <li>2) 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).</li> <li>3) We will not comment on individual BMU market activity and behaviours</li> </ol> <p>Thank you for the helpful examples to illustrate your comments.</p>
<p>10.9 ESO has to be understanding of how useful the OTF is to industry participants.</p> <p>ESO should also recognise the context of questions. Understandably ESO does not comment on specific asset or events, however there are regularly similar types of questions - ESO should consider responding to these at a generic level.</p>	
<p>10.10 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 canâ€™t always be done "live" but it could be taken away and reviewed. All information is</p>	



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.

10.11 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) 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)

Thank you for your suggestions. These have been added to the list of requests for future topics.

10.12 This needs to be much more transparent otherwise the title of the meeting needs to be changed, as title is unfortunately no longer reflecting reality.

We appreciate your feedback. We continually challenge the content prepared for the forum with the aim of being as transparent as possible. However, being transparent does not mean sharing all of the information and data to which the ESO has access. For example we have to consider who owns the data (often not the ESO), is it confidential for commercial or security reasons, etc.

If there are particular items where you want us to be more transparent, please contact us at: [box.NC.customer@nationalgrideso.com](mailto:box.NC.customer@nationalgrideso.com)

10.13 When we needle at NGENSO don't take it personally - it is just our jobs and if you work in a monopoly expect some flack! I don't think what can sound like terse comments in Sli.do are actually as grumpy as they sound and parties understand ESO staff are doing a tough job and may share many of their concerns.

Thank you for your support (and fair challenge).

10.14 Some more junior staff doing complex deep dives need to talk a bit slower.

Thank you for this feedback. We are reviewing how we support our presenters and your comments are really useful.

10.15 In general the event provides some good insight although a lot of it seems reactive and not very proactive. There are a lot of similar questions and NGENSO's response seems quite dismissive. as an example the amount of queries where we are advised

We appreciate your feedback and will consider if there are areas where we can provide more proactive content. We will also approach Elexon to explore how these questions can be managed better.

to pick up with Elexon. In reality it would be easier for NGENSO to direct the questions to Elexon and ask them to attend to explain their answers.

10.16 When responding to questions and input, the forum can be improved. Longer-term questions have a tendency to drop off the pending list or get lost. Shorter-term answers tend to miss the underlying request within the question. For example, when someone asks "When [operational change X] is implemented, can you please publish [data relevant to operational change]", a response that "We do not currently publish [data relevant to operational change]" is not helpful. While we recognise that the OTF may not be able to singlehandedly solve these questions, it would be helpful if it could help to coordinate these responses, rather than simply rejecting them and marking them as solve. For example, there could be a more robust tracker (doesn't need to be voiced over every session) of where issues were raised during the OTF that need takeaways/interactions with other teams

We agree there are occasions where particular questions have taken more than a week to answer. We have reviewed our internal processes for managing the outstanding questions and do aim to bring answers to the forum the following week.

We would prefer to answer all questions live on the day but this is not always possible. Sometimes our subject expert is not available, the answer needs data analysis or investigation, or the question touches on a unique perspective which we have not previously considered.

With regard to data requests, we will look into the best way for these requests to be captured for action within the ESO so that we can provide a more helpful response at the forum.

On occasion a question is more complex and may even fall outside of the scope of the OTF. Where we consider the answer is of interest to the forum participants we will retain ownership of the question within the OTF rather than passing it on the relevant ESO team. These questions can appear on the outstanding list for a much longer time and we recognise it is important to keep the person who raised the question and the forum updated on progress.

When the question is handed over to another team we ensure they are in contact with the person who asked the question.

10.17 While longer-form questions are redirected to the customer .box, it is almost impossible to get an answer there. As has been acknowledged several times in the forum, .box management currently means that queries can get lost entirely, or take months to years to resolve. There have been several OTF discussions about better input management but as yet no improvements. I suspect a lot of questions that are not best resolved via the OTF are coming into the OTF due to the failure of other channels.

We recognise that last year we were not effectively managing queries sent into [box.NC.Customer@nationalgrideso.com](mailto:box.NC.Customer@nationalgrideso.com)

Last summer we created a new process to manage our mailbox, which means every query is logged in Salesforce, an acknowledgement email is sent confirming the case number, before a full response is sent. We believe every email received since August 2023 has followed this process. If you believe your query has been missed, please email us and we will resolve it.

Suggestions for Future Topics

#	Future Topic Request	ESO Response
11.1	Topics are good. Could cover latest week of ancillary services procurement in some detail.	Thank you for this encouragement. We will provide a deep dive into ancillary services procurement and will advertise this in the OTF.
11.2	Any costs directly associated with managing fault level issues	Yes we will explore this as a deep dive topic.
11.3	Constraint costs – breakdown of constraint costs by more specific boundaries (B2, B4, B6, etc) and assets being used – RO, CFD, Storage	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. We will report on this at a future OTF.
11.4	Try to consider and present what industry costs would have been should NGENSO not have intervened with the market.	Yes we will explore this as a deep dive topic.
11.5	As much content on the battery storage situation as possible	We will continue to provide information about our activities for <a href="#">“Enhancing storage in the Balancing Mechanism”</a> . However if you prefer to receive information direct you can subscribe to the Balancing Programme newsletter <a href="#">here</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.	We will provide more information on the control room planning processes from day ahead through to real time as part of our refreshed Dispatch Transparency work. This will be shared with the OTF.
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.	<i>The following response brings together Survey Comments 11.7 and 11.8 which relate to battery utilisation:</i> We will continue to provide regular updates on the utilisation of battery and smaller units through OBP.
11.8	Battery utilisation, due to poor BM utilisation and reducing returns due to this creating problems with future investment.	
11.9	"Skip rates" and what is being done to improve it, or how batteries could be utilised more.	We will provide more information on the control room decision making as part of our refreshed Dispatch Transparency work. This will be shared with the OTF.

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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> .
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.
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 will provide more information on the control room decision making as part of our refreshed Dispatch Transparency work. This will be shared with the OTF.
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	<p>We appreciate your interest but we will not be sharing operational tools, systems and data.</p> <p>We will provide more information on the control room decision making as part of our refreshed Dispatch Transparency work. This will be shared with the OTF.</p>
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.
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>We are currently exploring this to identify the next steps as we move to NESO and decide whole system energy next steps.</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 <a href="#">DFS on 22<sup>nd</sup> March</a>. We expect that the market will react to any changes in demand as a result of triad changes to get a balanced position.</p> <p>It's worth noting that there is still a triad season, however the impact is reduced due to changes following Ofgem's Targeted Charging Review.</p>
11.18 DFS...	We provided weekly updates on DFS in the OTF until the end of March. We also held a <a href="#">webinar on 22<sup>nd</sup> March</a> on the performance

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	and use of DFS during winter 23/24 and the future of DFS.
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 (slide 18) <a href="#">here</a> and will continue to provide similar updates in future years.
11.20 Comment on any really wild prices that are accepted. At the moment it is DFS.	We will incorporate this suggestion with the feedback on our regular Balancing Costs presentation.
11.21 Review of control room actions taken and why (further explanation below)	We will continue to provide regular updates on OBP performance.
<p>-&gt; OBP performance (early Jan to assess performance and highlight any learnings/improvements to be made)</p>	
11.22 Review of control room actions taken and why (further explanation below)	<p><i>The following response brings together Survey Comments 11.22 to 11.25 which all request more information about operation decisions and dispatch:</i></p> <p>We will provide more information on the control room decision making as part of our refreshed Dispatch Transparency work. This will be shared with the OTF.</p>
<p>-&gt; 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 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.</p>	
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.	
11.24 Operational dispatch	
11.25 Operational considerations	
11.27 Insight into frequency variations and measurement	<p>We will continue to provide insight into system frequency events, such as the incident on 22 December 2023.</p> <p>For more consistent information there are a number of reports on frequency available on our website <a href="#">here</a>. These reports are:</p> <ol style="list-style-type: none"> <li>1. aLFC report - Annual report on load-frequency control (Article 16 - aLFC)</li> </ol>

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- 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@nationalgrideso.com](mailto:box.NC.Customer@nationalgrideso.com) if this does not provide the information you're looking for.

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.

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.

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 [here](#).

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 and we expect to signpost where to go to find out more about the new NESO strategic planning role.

11.30 Inertia

*The following response brings together Survey Comments 11.30 and 11.31 which relate to inertia:*

11.31 Inertia estimation

We will provide more information about inertia at a future OTF.

11.32 More information on interconnectors

*The following response brings together Survey Comments 11.32 and 11.35 which relate to interconnectors:*

11.33 Trading on interconnectors - reporting on their forecasts vs flows, etc. Not every week, but sometimes.

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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 and you can watch the webinar <a href="#">here</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 are reviewing those materials and will consider providing a further presentation if there is new information to share.
11.36 NGESO's assessment of margin...	<p>It is not clear which aspect of margins you would like us to assess.</p> <p>We have provided a weekly update on margins throughout the winter. If you would like to provide more information to <a href="mailto:box.NC.Customer@nationalgrideso.com">box.NC.Customer@nationalgrideso.com</a> we will consider this feedback together with comment 3.5 and provide updates where appropriate.</p>
11.37 ...and insight into control room actions	We will provide more information on the control room decision making as part of our refreshed Dispatch Transparency work. This will be shared with the OTF.
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 consider this feedback together with comment 3.5 and provide updates where appropriate.
11.39 NG ESO views of assets active in NIV chasing and impact on operation given challenges with BM	<p>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@nationalgrideso.com">MarketReporting@nationalgrideso.com</a></p> <p>We will explore this as a future deep dive topic.</p>
11.40 Deep dive into new & upcoming services (for example Balancing Reserve) and significant changes to existing services	<i>The following response brings together Survey Comments 11.40 and 11.41 which relate to new services:</i>
11.41 Any new or future services	We will continue to provide information about new and upcoming services. We will also advertise relevant consultations, events, etc. However we are not planning any deep dives at present because we consider OTF participants who want more information are best served by engaging with the relevant teams direct: <a href="#">Balancing Services   ESO (nationalgrideso.com)</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

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<p>11.43 Which Balancing Services have bilateral contracts in place and total MW</p>	<p>this request has already been covered through OTF updates and Q&amp;A.</p>
<p>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&amp;A (a forum to ask question for participants that may not be clear from the published information)...</p>	<p>We will not be sharing details of these contract due to their sensitive nature.</p> <p>As we have shared in a previous webinar 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.</p>
<p>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)</p>	<p>We will continue to provide information about new and upcoming services. We will also advertise relevant consultations, events, etc. However we are not planning any deep dives at present because we consider OTF participants who want more information are best served by engaging with the relevant teams direct: <a href="https://nationalgrideso.com">Balancing Services   ESO (nationalgrideso.com)</a></p> <p><i>The following response brings together Survey Comments 11.45, 11.46 and 11.47 which relate to OBP:</i></p> <p>We will continue to provide regular updates on OBP performance, including the utilisation of battery and smaller units through OBP.</p>
<p>11.46 Review of OBP after it goes live? useful to review IT function.</p>	
<p>11.47 OBP performance (early Jan to assess performance and highlight any learnings/improvements to be made)</p>	
<p>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. ...</p>	<p>We will provide more information on the control room decision making as part of our refreshed Dispatch Transparency work. This will be shared with the OTF.</p>
<p>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)</p>	<p>We will continue to provide regular updates on OBP performance and future updates.</p>
<p>11.50 Operability Strategy report 2024- a session following its release at OTF/ elsewhere.</p>	<p>We held a dedicated webinar on the Operational Strategy Report in January 2024. The recording and slides are available <a href="#">here</a>.</p>

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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. We have shared your suggestion with our colleagues who work on Operability Strategy for their consideration.
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.  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 ESO'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 and we expect to signpost where to go to find out more about the new NESO strategic planning role.
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	<i>The following response brings together Survey Comments 11.56, 11.57 and 11.58 which request more information about voltage across the system and how this is managed.</i>  We will provide an overview of voltage management and an opportunity to ask further questions at a future OTF
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.	
11.58 Voltage management impacts on reliability	
11.59 ESO internal costs - now and FSO going forward.	The ESO Annual report and accounts are published on our website: <a href="#">Annual report and accounts   ESO (nationalgrideso.com)</a>  There have also been a variety of consultations exploring the role, function and set up costs of the FSO: <a href="https://www.ofgem.gov.uk/publications/funding-transition-future-system-operator">https://www.ofgem.gov.uk/publications/funding-transition-future-system-operator</a>
11.60 ... Any updates on services (new timelines for Fast and Slow Reserve)	We will continue to provide information about new and upcoming services. We will also advertise relevant consultations, events, etc.

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However, we are not planning any deep dives at present because we consider OTF participants who want more information are best served by engaging with the relevant teams direct.

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