

Operational Performance - Update

October 2004

Richard Price

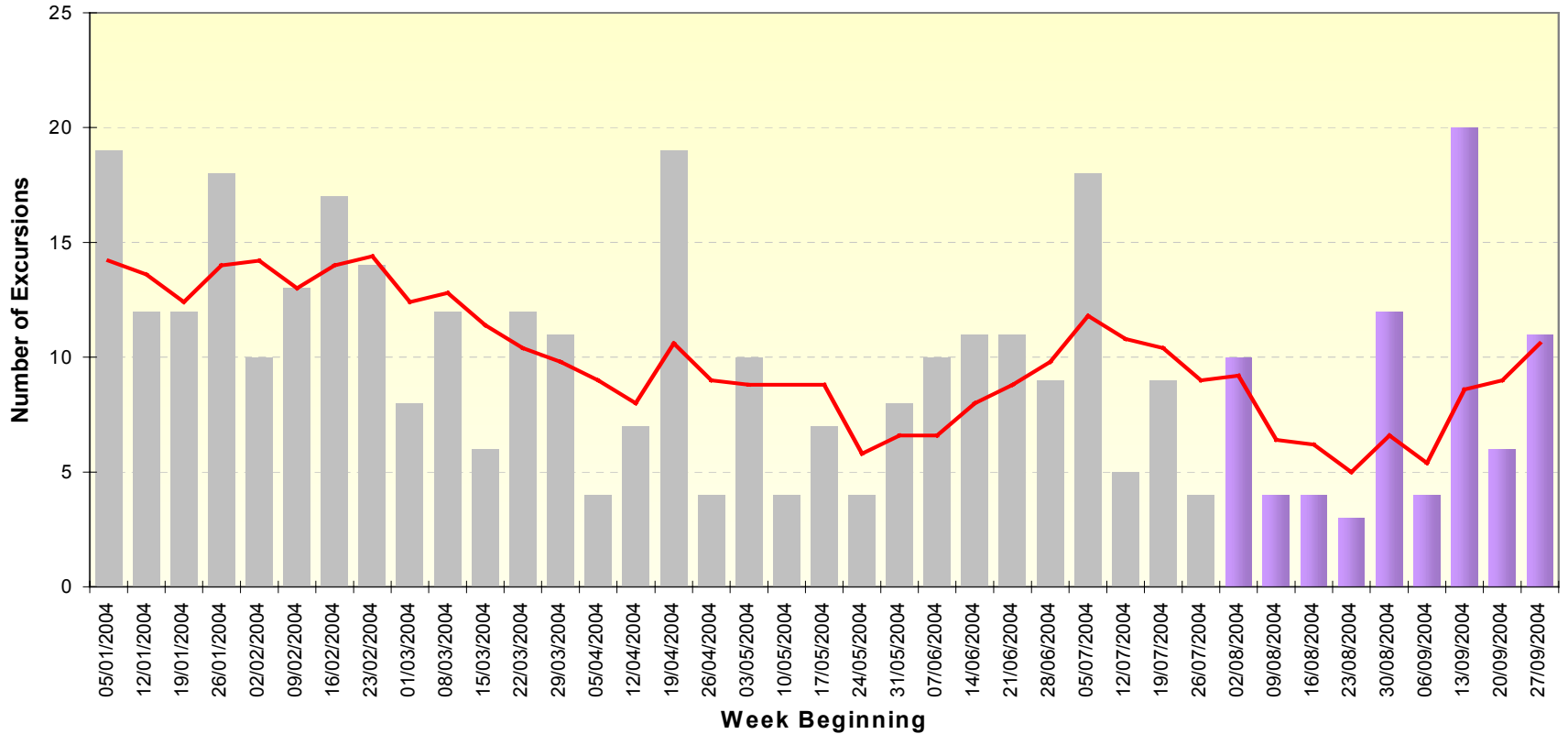
Operations and Trading

Agenda

- Frequency Performance
- Other Operational Performance
- Summer weather, temperature and demand
- New helpdesk

Frequency Performance Weekly Excursions

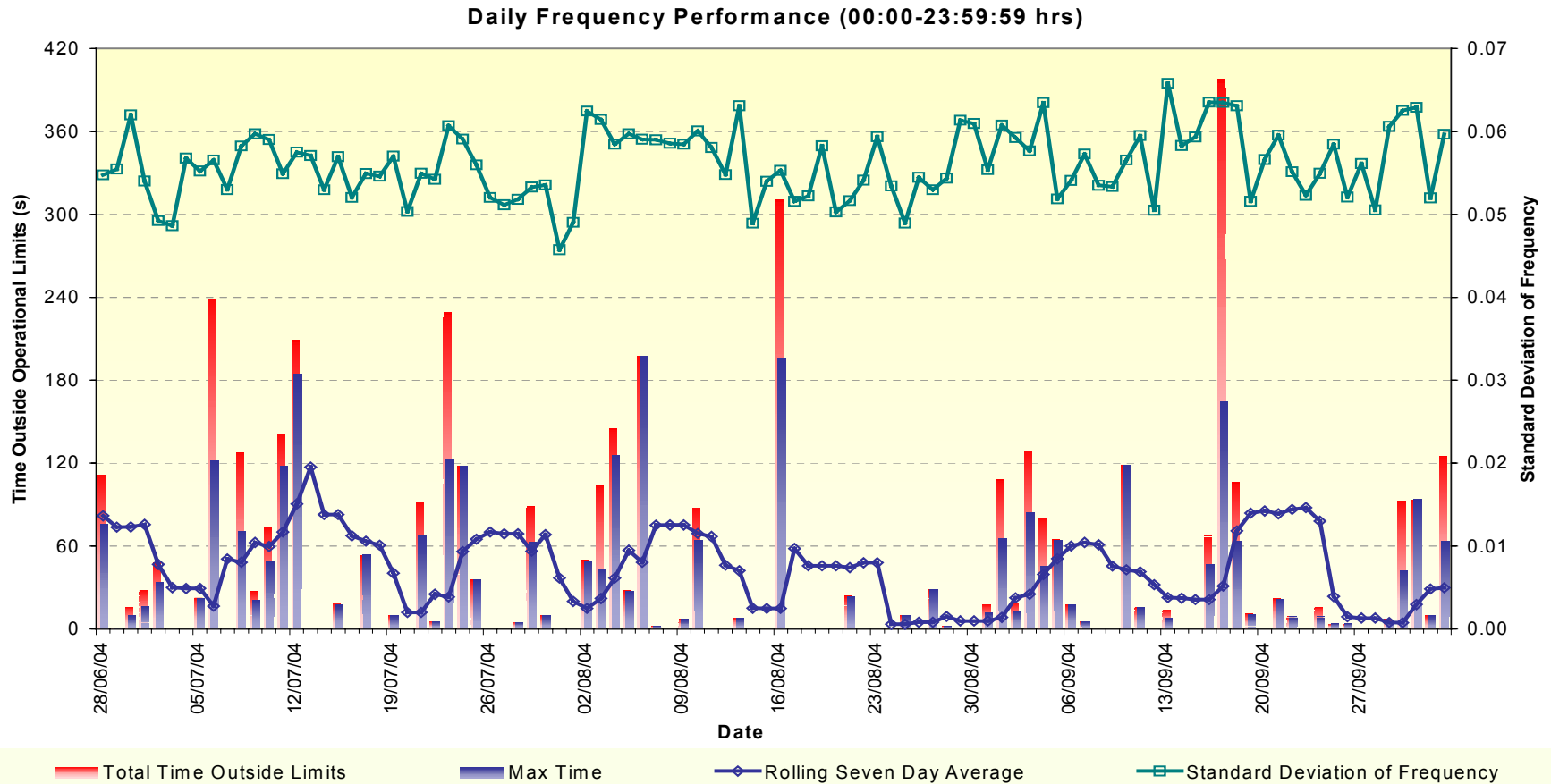
Total Weekly Excursions 2004



NoOfIncidents

Rolling Seven Day Average

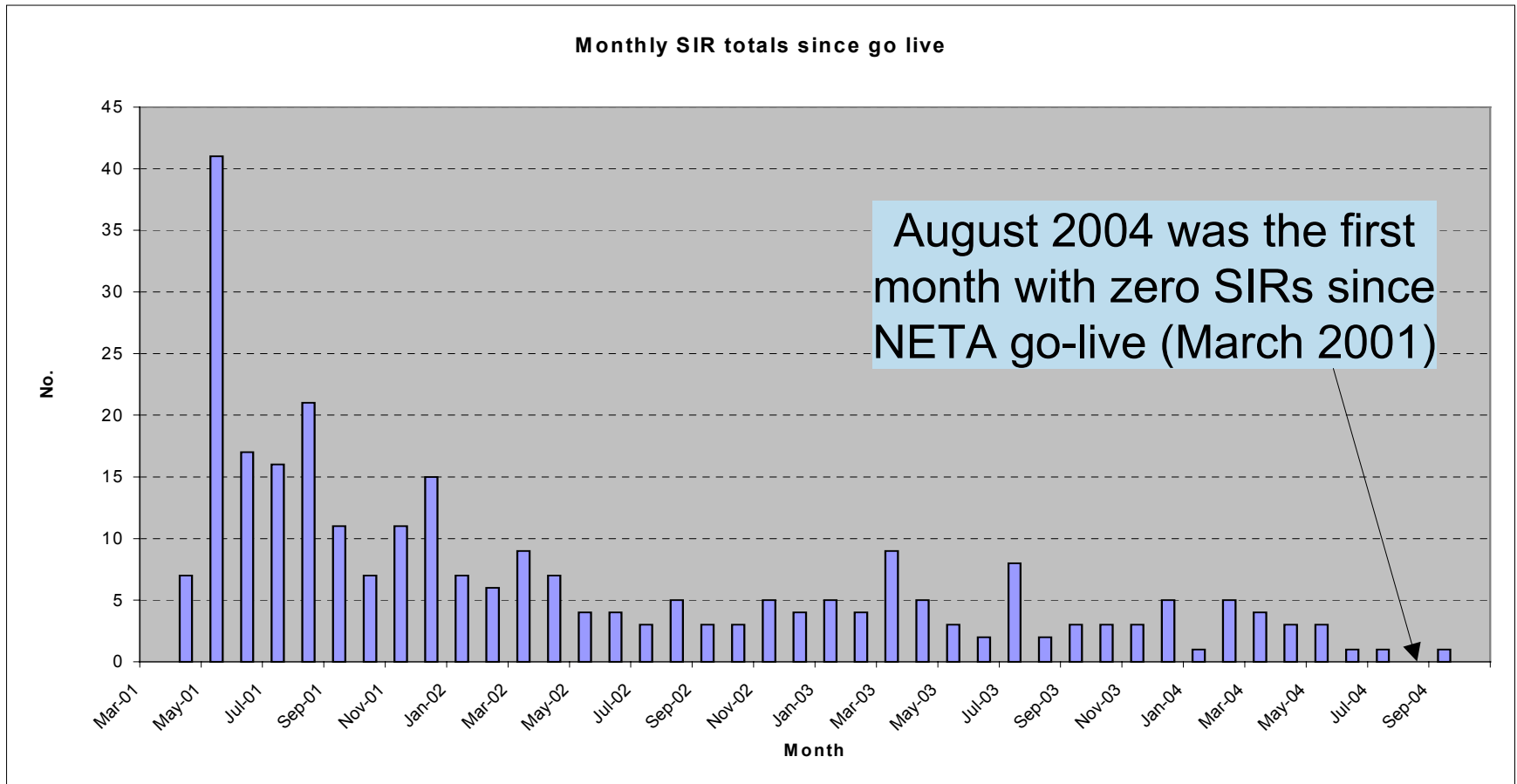
Daily Frequency Performance



Other Operational Performance

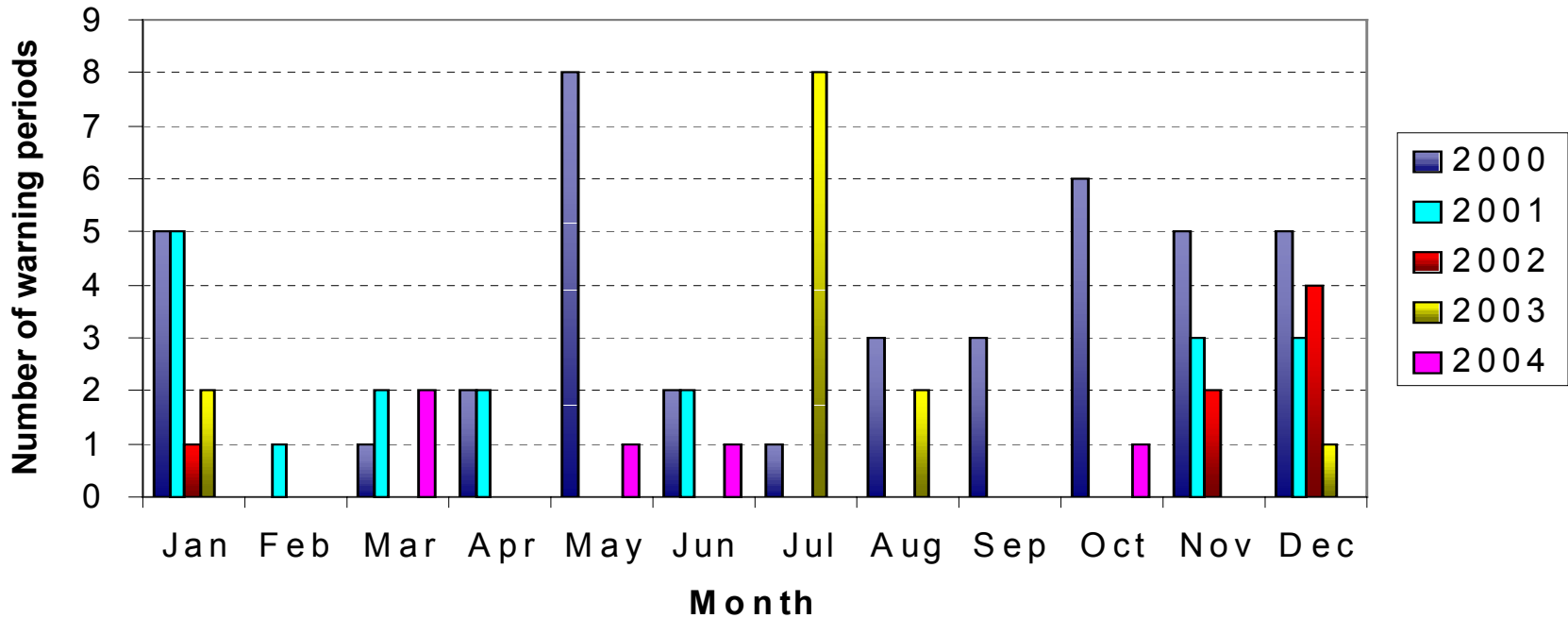
- Frequency standard deviation generally in the range 0.05Hz to 0.06Hz.
- No reportable frequency excursions.
- Self despatch CCL following performance still good.
- Only 1 SIR since last Forum. None in August, one in September.
- One System Warning issued for Mon 4 October for 4B margin. Last one was 21 June.
- 1 PGBT since last Forum. This was on 23 Sep - bought for 4B margin (darkness peak)

Generator Performance



System Warnings - none in August and September, one in October

NGC System Warnings - Inadequate System Margin or High Risk of Demand Reduction

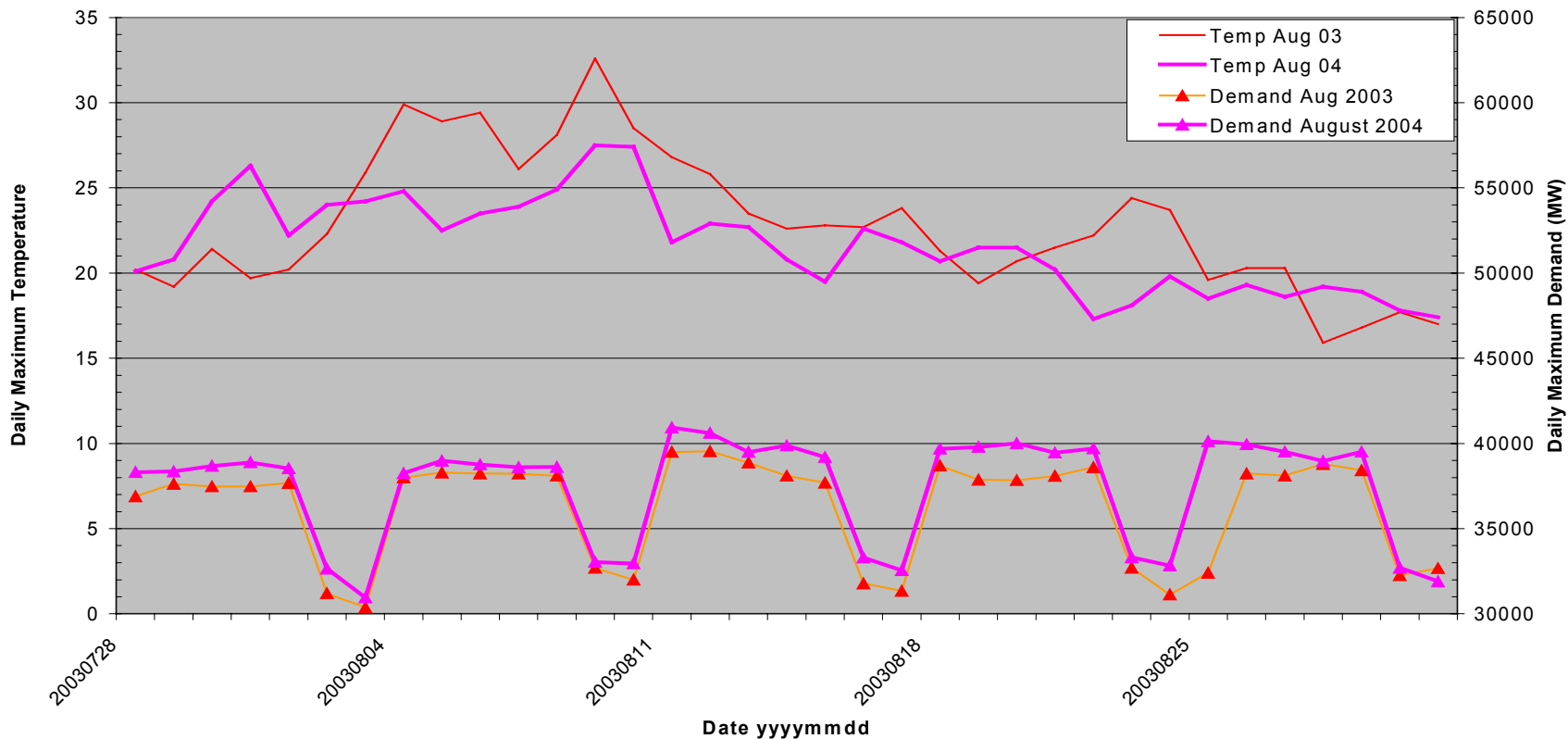


Summer weather - rainfall and temperatures

- In August 2004, many areas received double their average rainfall.
- Total rainfall for the month was 152.9mm - double the 1961-1990 average level and the highest since at least 1961. The next highest was 127.7mm in 1992.
- Temperatures were generally 1-2 degrees above average.
- For August 2003, rainfall was 21.3mm - in the exceptionally below average category.
- Mean temperature was 18.3 °C - 2.5 °C above 1961-1990 normal and in the exceptionally above average category.

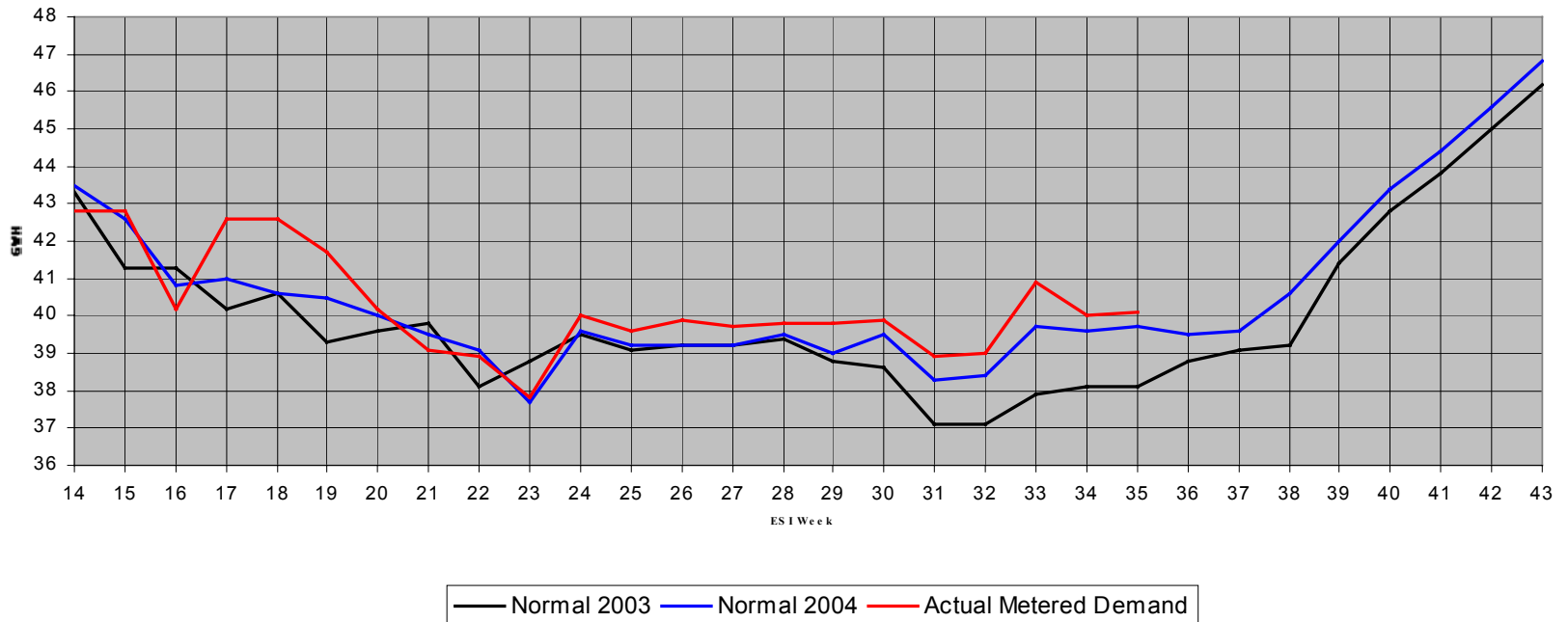
Demand and Temperature comparison August 2003 and August 2004 Weeks 31-35

Demand and Temperature Comparison of August 2003 and August 2004
Weeks 31-35

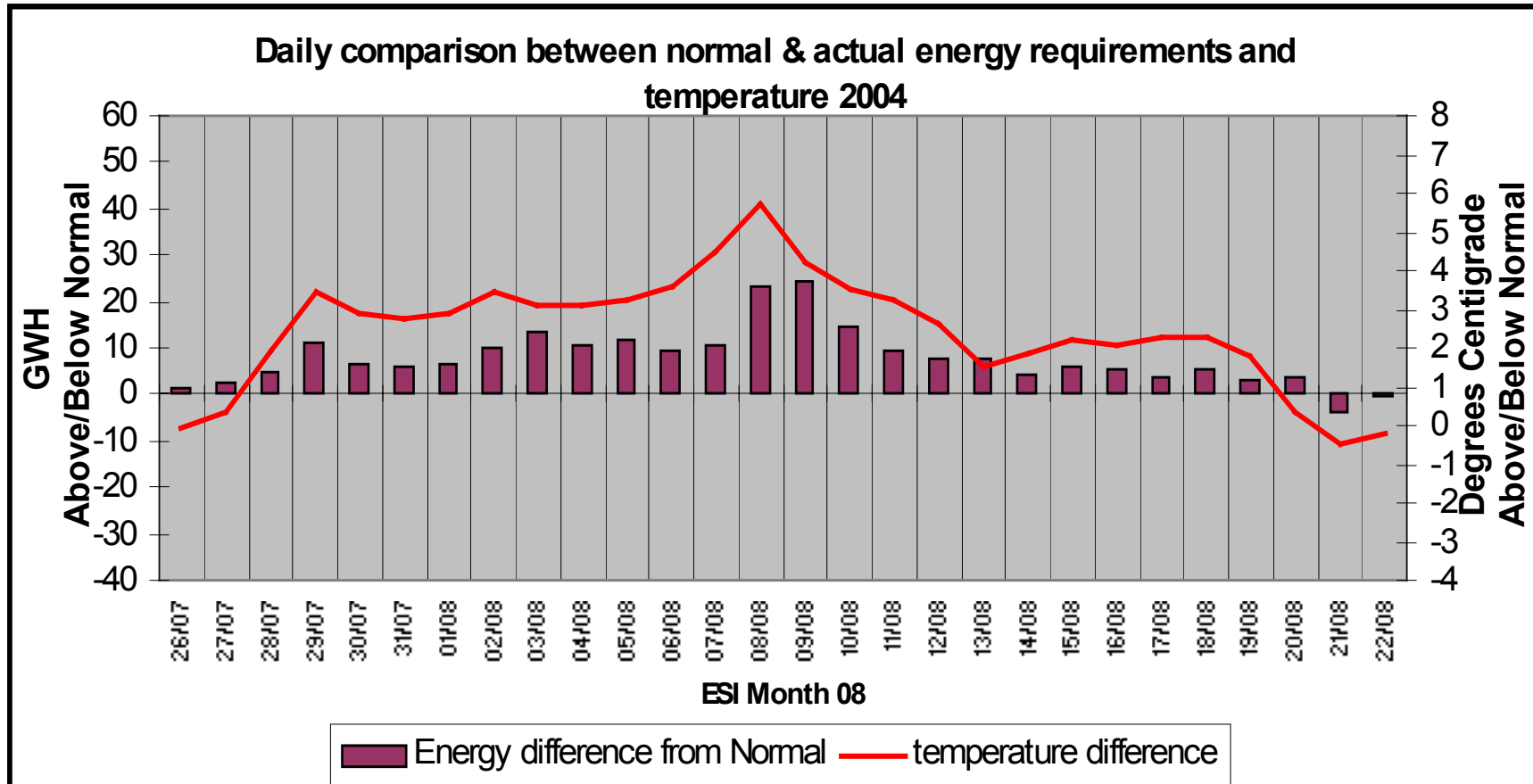


Weekly peak demands compared with normal 2003 and 2004

Actual Summer Weekly Peak Demands & Corrected Weekly Peak Demands
to Normal Weather Conditions 2004



Actual Energy and Temperature outturns against normal levels



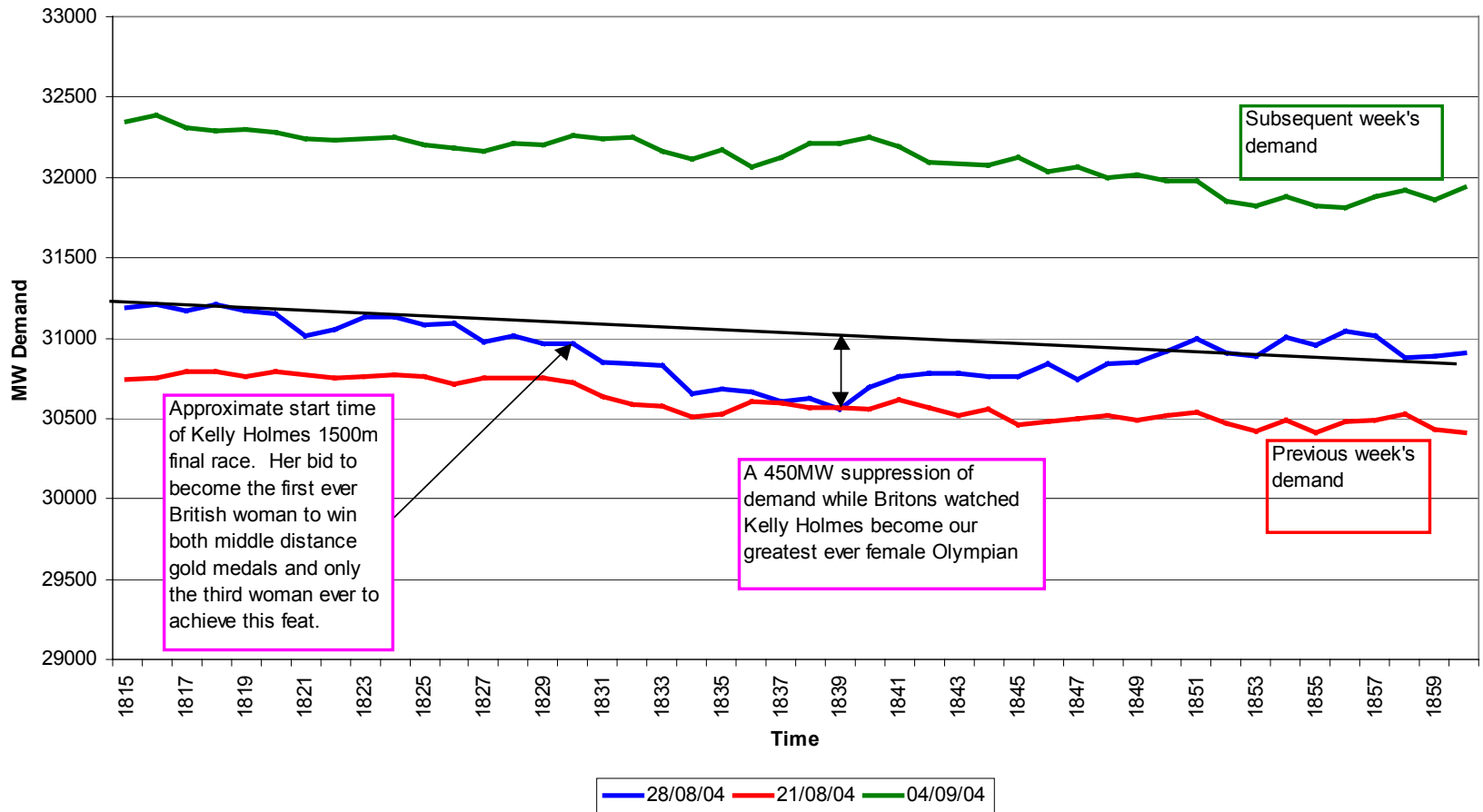
The 2004 Athens Olympics

Women's 1500m final

(Saturday 28th August)



Kelly Holmes wins the 1500m women's final



New Helpdesk

- As mentioned at the last forum in August, our new helpdesk number is:

0800 085 4806

- This is a single number for gas and electricity enquiries.
- The Helpdesk email address is still:
– **iscustomerservicesupport@ngtuk.com**