## national**grid**

## BSUoS News Roundup July 2018

National Grid BSUoS Charging Circular

#### **Overview**

It's been over 4 months since the last news roundup so I thought this would be a good opportunity to update customers on the latest BSUoS news and recap recently published circulars that you may have missed.

#### **ESO Incentive Recovery**

On the 25<sup>th</sup> May 2018 we <u>published a circular</u> explaining that the ESO incentive initial recovery value had been agreed at £15m and that recovery of this started via the BSUoS SF runs from the 1<sup>st</sup> May settlement day.

This amount will be reviewed on a periodic basis and adjusted up or down accordingly based on our performance against the agreed targets for the ESO and in conjunction with formal feedback from Ofgem.

A monthly report is published to show our performance against the key performance indicators and the forward plan. The monthly reports and further information about the ESO incentive can be found at the following link: <a href="ESO Incentive">ESO Incentive</a>

#### **NPS Surveys Happening Now**

Customer feedback is important to us and helps shape the direction of the ESO. To get customer feedback we use a variety of different methods and one of those methods is Net Promoter Score (NPS)



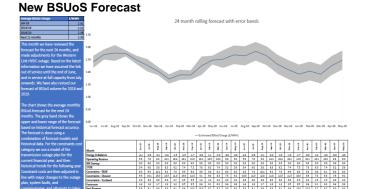
NPS uses a small number of question that you score 1 to 10 to rate your satisfaction level of dealing with National Grid. With follow up comments you can detail any specific issues or experiences you have had that helped determine the score you gave.

As a BSUoS customer you may have already been contacted by Explain (our external survey partner) to participate in the NPS survey or you may be contacted in the next few weeks,

If you have already taken part, then please accept our thanks for the feedback and if you do get the opportunity to take part in a future NPS survey we would like to thank you in advance for your feedback.

#### **New BSUoS Forecast**

Based on stakeholder feedback we have made the following improvements; an improved volume forecast, a 24-month rolling forecast, an upper and lower range to the forecast, a volatility and accuracy analysis, commentary for outturn and forecast with explanation for any significant deviations. The report will be updated monthly and published in the first week of each month, providing the outturn for the previous 12 months and forecast for the next 24.



The MBSS report was reviewed and several improvements to data granularity were introduced. The BSUoS forecast was removed from the new MBSS and replaced by the BSUoS Report, so that the latest BSUoS position and outturn balancing costs can be published sooner.

The revised MBSS was published on the 15<sup>th</sup> June and can be found on the nationalgrid website at the following link.

https://www.nationalgrid.com/uk/electricity/market-operations-and-data/system-balancing-reports

If you have any questions or feedback about the new BSUoS forecast or the revised MBSS report then please contact Mathew Hofton using the details below.

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Charging and Settlement Forum 15th/16th October 2018



For the last few years we have held a customer focused event on how we settle Ancillary Services and BSUoS charges for the external people that we regularly interact with.

These events have proved extremely popular and have developed considerably over the years following feedback from past attendees.

For this year's event, we have taken on board the feedback from last year and will be running our event over two separate days. A lot of the materials used will be similar for each day but by tailoring each day towards our customer's businesses we hope to more accurately match their requirements.

#### 15th October 2018 - Generation & Ancillary Service focus

#### 16th October 2018 - Demand/Supplier focus

The event is aimed at customers we deal with for charging and settlement of BSUoS, TNUoS and Ancillary Services.

Registration is not yet open for this event but we know customer's diaries are often booked far in advance so wanted to put the date out there early.

We will announce registration opening via a news post to our website and an email circular to the BSUoS distribution list.

#### **SFTP Changes**

BSUoS invoices are sent out via email and additional to this Balancing Services Charging Reports (BCR) and Balancing Party Charging Advice (BPA) reports, and data files, are available to customers from our SFTP.

It was recently necessary to complete some planned upgrades to this service to mitigate a security risk on our network. Part of this mitigation involved changing the IP address of the server that customers connected to.

We made extensive plans for this transition, however we appreciate some customers did experience disruption whilst we were working through the series of changes that needed to be carried out.

For customers that were affected by this we worked very hard to get them reconnected as quickly as possible whilst also supplying data via email for customers that couldn't access it via the SFTP.

It was a challenging time and we would like to thank customers that were affected by this change for their patience and understanding whilst we were working through these issues.

The service is now fully operational and all customers that contacted us are once again able to connect.

All customers should now be using the address below to connect to our SFTP server.

### sharedservicesftp.natgrid.co.uk

#### **BSUoS Circulars**

We publish all information, news and circulars to the BSUoS section of the national grid website that can be found via the following link.

#### https://www.nationalgrid.com/bsuos

We also maintain an email distribution list for BSUoS related information that we send circulars to directly at the same time as they are posted to our website.

If you would like to subscribe to the BSUoS email distribution list, then please email <u>BSUoS.Queries@nationalgrid.com</u> with the following as the subject.

#### Please ADD me to BSUoS Circulars

Thanks for taking the time to read this far!

Got any feedback? please complete our single question survey about the content of this circular by clicking the link below.

### **News Roundup Survey Here**

For further information regards this circular please contact: -

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