

A nighttime photograph of a city street, likely Manchester, featuring a tram, pedestrians, and illuminated buildings. A large digital display on a building shows a 'Happy Chinese New Year' message with a tiger illustration.

Distribution Flexibility Services Procurement Statement

March 2022

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1 INTRODUCTION

This Distribution Flexibility Services Procurement Statement sets out Electricity North West’s plans for procuring Flexibility Services for the upcoming regulatory year in line with the Office of Gas and Electricity Market’s (Ofgem) new electricity distribution licence condition 31E: *Procurement and use of distribution flexibility services*. This statement reflects our approach for supporting and developing the Flexibility market in Great Britain as we collaborate with other Distribution Network Operators (DNOs) and Independent Distribution Network Operators (IDNOs) to deliver simplicity, commonality, accessibility and transparency throughout our flexibility processes in this fast-developing new sector.

1.1 About us

Electricity North West is one of 14 distribution network operators in the UK regulated by Ofgem. We operate the local electricity network and distribute electricity, mainly from the National Grid, to 2.4 million homes and businesses in the North West.

We are responsible for maintaining and upgrading 13,000 km of overhead power lines and more than 44,000 km of underground electricity cables and much more.

Our network in the North West is one of the most reliable in the country and by the end of our current regulatory period, we will have invested £1.9bn in our network to ensure we continue to deliver an excellent, safe and affordable service to all our customers.



Figure 1: Electricity North West service area

2 DISTRIBUTION FLEXIBILITY SERVICE REQUIREMENTS

2.1 Our approach to flexibility

The use of flexibility services is a key Distribution System Operation (DSO) function and a vehicle for change, as it facilitates the North West’s transition to net zero carbon. The rise in low carbon technologies will ultimately result in a lot more demand being placed on our network, and the cost of upgrading the network to meet this increased demand would mean higher bills for customers.

We are therefore trialling smarter, more affordable techniques to use the existing network more efficiently, which will reduce costs for all our electricity customers in the future. Some of the ways in which we can facilitate the extra demand associated with the transition to net zero whilst utilising our

existing network is through the procurement of flexibility services and promotion of energy efficiency measures.

At times of high electricity demand and when the network is operating abnormally, we are looking to enter into contracts with Distributed Energy Resources (DERs) to adjust how much electricity they consume or generate either through flexibility or energy efficiency measures, in return for financial payment as an alternative to traditional approaches. The aim is to reduce the cost for electricity distribution networks in customer energy bills while ensuring that our network remains reliable, resilient and meets our customers' needs.

Our approach to the use of flexible services to support a capacity requirement can be two-fold; flexible services can be a key interim solution while we assess load growth and a wider strategic conventional reinforcement therefore avoiding inefficient piecemeal network expansion and stranded assets. Alternatively, flexible services also allow us to mitigate the risk if demand growth is accelerated and there is a long lead time associated with asset-based interventions. In some instances, depending on the level of flexibility market in the location of the capacity requirement and the scale of the capacity requirement, flexible services could be considered as an enduring network solution.

We remain committed to ensuring we champion a level playing field for all network users with connected resources and adopt a neutral market position in everything we do. Each year we aim to increase the accessibility and transparency of flexibility services opportunities; the publication of the first [Network Development Plan](#) (NDP) in 2022 an important step in presenting best view flexibility requirements for network areas with capacity needs in the next 10 years.

We will also continue to ensure that all future opportunities remain open for all to participate in and seek to help customers understand the methodologies and criteria that are used to procure, dispatch and settle flexibility services and energy efficiency programmes.

2.2 Future requirements

As we approach the end of RII0-ED1 we are now seeing an increase in the requirements for flexibility and energy efficiency across our network and are proud to be delivering an opportunity that provides so many benefits to both DNOs and Flexibility Providers.

Electricity North West has a 'flexibility first' approach, in that it promotes flexibility as an efficient solution for network capacity provision and seeks to deploy at all opportunities where it is robust and economic to do so. As a result, for every capacity requirement detailed in our newly published Network Development Plan (NDP) we have outlined the flexible services option alongside the asset solution and indicated whether this requirement is likely to materialise in the next 3-5, or 5-10 years. This is to ensure there is clear signposting of all future requirements for flexibility services providers and it demonstrates our approach of not foreclosing a flexibility services or energy efficiency opportunity before the market has been fully tested for a response.

Half-hourly through year capacity balancing requirements across our EHV network can be identified using the detailed assessments supported by our [ATLAS forecasting methodology](#). This allows us to define detailed flexibility requirements, such as number of days per month, energy requirements per day and capacity requirements per season to procure the required capacity of flexible services only when they are needed. Those identified requirements in the Best View Development Plan within the NDP are reviewed on annual basis in alignment with the latest Distribution Future Electricity Scenarios ([DFES](#)). Where further data is needed to understand demand growth monitoring may be deployed.

We publish flexible service requirements on a bi-annual basis (March and October) for all forecasted EHV capacity requirements up to two years in advance. This approach allows us to test the market response as close in time as possible to the capacity requirement materialising. In most cases this still allows sufficient time to implement an asset solution once the results of the flexibility tender are evaluated.

Within the NDP we have quantified the minimum level of flexibility required using the Best View scenario up to 2050. We have also presented what levels of flexibility may be required by 2050 under Consumer Transformation and System Transformation scenarios to highlight the range of future uncertainty. The actual flexibility requirement presented in a tender release may be higher than that detailed in the Network Headroom Report (NHR) tables as it accounts for connections pipeline uncertainty and delivery risk mitigation. The intention therefore of the NDP is to provide that future view of flexible requirements in terms of location and baseline quantities but future tender information will substantiate the volumes and service categorisation.

This year saw the delivery of our new Network Management System (NMS). NMS provides us with a platform on which we can develop enhanced network automation, and deliver significant increases in operational data sharing. Within the next few years will see the delivery of our Active Network Management (ANM) system, and the further roll out of smart meters and additional monitoring at High Voltage (HV) and Low Voltage (LV). This data coupled with aggregated smart meter data will provide increased visibility of our HV and LV networks, allowing us to understand utilisation of the network, identify both existing and upcoming constraints and expand our opportunities for flexibility services to these lower voltage levels. With approximately 34,000 distribution substations located across the North West, it is estimated that we will have up to 200 opportunities available each year, facilitating the growth of residential flexibility and energy efficiency markets and fulfilling our obligations as a neutral market facilitator.

We will continue to act in the best interest of our customers, and to procure flexibility and energy efficiency where it is economic and efficient to do so, and with these advancements we will be ready to meet the markets of the future

2.3 2022/23 Tenders

Our procurement processes are common across the DNOs and continue to be refined and standardised through dedicated workstreams under the Open Networks Project. Through this project we led the industry initiative to develop common parameters and branding for the four defined flexible services products that we look to procure: Sustain, Secure, Dynamic and Restore. Energy efficiency delivers benefits across all product types and is therefore considered as a viable option and promoted for all flexibility tenders. An overview of each product is provided at our webinar events and a simple explanation can be found on the [Understanding Flexible Services](#) section of our website.



Figure 2: Overview of the four standardised flexible service products

We will be conducting our 2022/23 procurement rounds via the [Piclo Flex platform](#) which adopts a standardised procurement process to simplify our requirements and associated processes for providers of flexibility. Our requirements will be published twice a year in Spring (ie March) and Autumn (ie October) in line with the completion of our network loading analysis and [Distribution Future Electricity Scenarios \(DFES\)](#) processes and subsequent reviews. We will provide details on the location, size and type, availability window and conditions precedent of each tender. Full details for each site will be published on the Piclo Flex platform and on the '[Latest Requirements](#)' section of our website, and the [Flexible Power](#) webpage.

Our Spring 2022 tender was issued on 28 March 2022, and our Autumn2022 tender will be issued at the end of October. Prior to our Autumn tender we will conduct a review of our existing network requirements detailed within the NDP and sites that have flexibility requirements within the next 3-5 years will be issued within the tender.

The full suite of Invitation to Tender documents include:

- Invitation to Tender terms and conditions
- Common Flexibility Agreement
- Technical Specification
- Pre-Qualification Questionnaire (PQQ)
- Summary site requirements
- Half-hourly flexibility requirements, and
- Post code checker.

All of our requirements are published on an interactive flexibility map on our website, which also shows indications of over 70 future requirements which span the RIIO-ED2 and ED3 periods out to 2033. Our current requirements are represented by [navy icons](#) and future requirements are represented by [grey icons](#). The symbols used within the icons represent the service type required within each zone, as detailed in Figure 2.

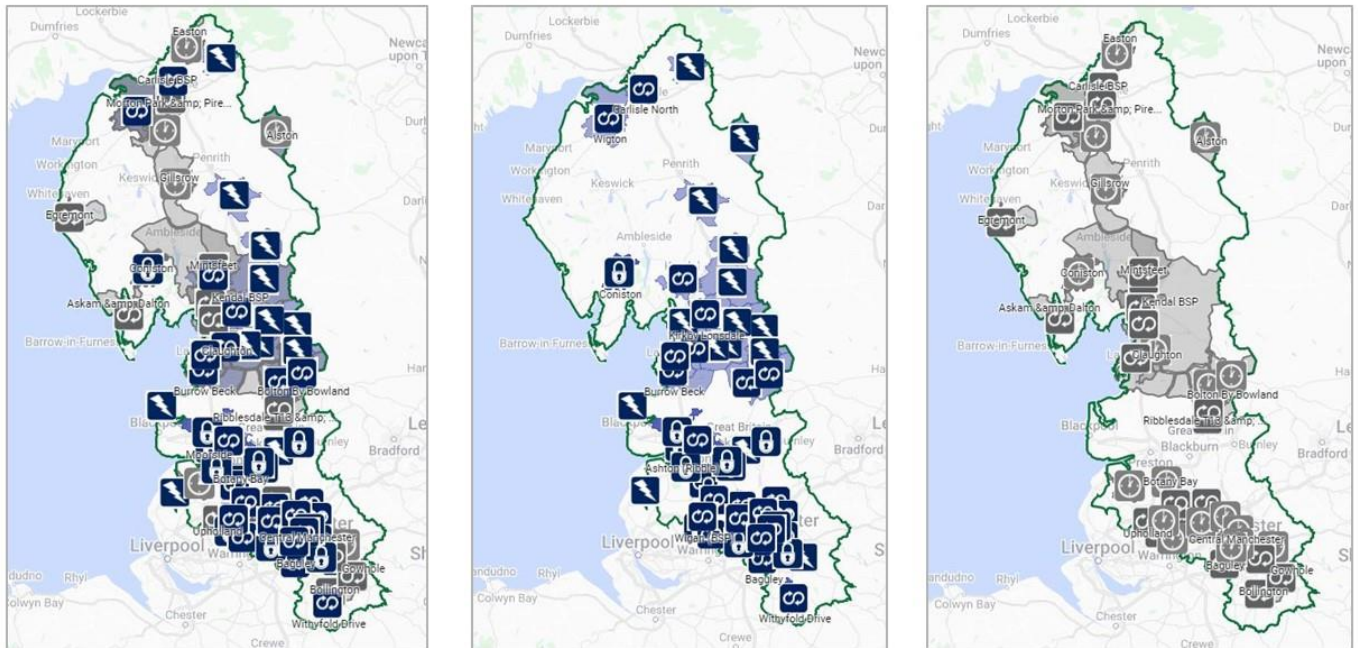


Figure 3: Interactive flexibility requirements map. L-R: all requirements, current requirements and future requirements.

To participate in our 2022/23 procurement rounds, flexibility providers will firstly need to:

1. Register onto the Dynamic Purchasing System (DPS) on [Piclo Flex](#)
2. Register your assets or update existing asset information on [Piclo Flex](#)
3. Complete the Pre-Qualification Questionnaire (PQQ) [on our website](#)
4. Confirm entry to competitions on Piclo
5. Assuming Providers are accepted, they will be able to submit a bid for the provision of Flexible Services. More information on how to submit a bid can be found [here](#).

The Piclo Flex DPS system allows flexibility providers to technically and commercially pre-qualify for participation in our tenders, and providers remain qualified for twelve months. The map provided on the Piclo Flex webpage allows potential providers to upload both planned and operational assets to assist in the identification of assets within constraint zones.



Figure 4: Piclo logo

Should participants require guidance during the application process, we offer complimentary one-to-one flexibility services surgery appointments to assist with any queries relating to the provision of flexibility to our network. [Click here](#) to book a session with a member of our Flexible Services team.

2.4 Spring 2022 detailed procurement timeline:



Figure 5: Spring 2022 detailed procurement timeline

2.5 Autumn 2022 outline procurement timeline:



Figure 6: Outline of Autumn 2022 procurement timeline

Exact dates for our Autumn 2022 tender will be published on our webpage in Summer 2022 and potential providers will be notified through our established engagement channels.

2.6 Criteria for participation

To participate in Electricity North West's flexibility services, the flexibility provider will need to meet the following high-level conditions:

a) The Flexible Resource must:

either be already connected to the network location being supported; providers should use the highlighted area on the maps provided on our website and on the Piclo platform as an indication of whether the resource is in the right geographic location,

or

be able to locate (i.e. install, commission, and deliver) the Flexible Resource in the locality of the network asset being supported 1 month prior to the delivery start date.

- b) The minimum size for directly contracted resources should be at least 50kW. There are no restrictions on the size of sub-sites of aggregated portfolios, but the total portfolio size also needs to be at least 50kW (flexibility capability and not capacity).
- c) The provider should be able to deliver and manage, upon the Company's request, a net reduction in the demand or an increase in the export, as seen by the distribution network through flexibility or energy efficiency
- d) The Flexible Resource should have the ability to act (ie provide a response) reliably and consistently, in both magnitude and duration, throughout the contracted windows.
- e) Generators and electrical storage, greater than 16A per phase, looking to export to the network will need to have a long-term parallel connection and be compliant with the requirements of EREC G59 or EREC G99.
- f) The provider/Flexible Resource should be able to deliver the service by the specified delivery start date

Participants are required to complete a [Pre-Qualification Questionnaire](#) (PQQ) prior to the opening of the bidding window to allow us to confirm the prospective DER are technically compliant with these requirements.

As part of the Open Networks Project throughout 2022, Workstream 1A – Product 2 Procurement Processes, intends to review and standardise the prequalification criteria used by networks to further standardise the GB approach to flexibility procurement.

2.7 Dispatch of Flexibility Services

Since April 2021 we have been utilising the [Flexible Power portal](#) to deliver a consistent approach for the dispatch, settlement, baselining and performance metrics of our flexibility service tenders. To facilitate stakeholder understanding of this stage in the flexibility process, we will provide a detailed overview at our bi-annual Flexible Services webinars, to be held in the Spring and Autumn following the publication of each tender, and a full suite of technical documentation is available on the Flexible Power webpage.



Figure 7: Flexible Power logo

Implementing this cloud-based platform helps to drive simplicity for flexibility providers including Low Voltage participants and aggregators, allowing them to view all information relating to the service they provide to different DNOs in one place. [Click here](#) to find out more about Flexible Power.

3 TENDERING PROCESS

3.1. Signposting

In addition to signposting our requirements on our website and on the Piclo Flex platform, we will communicate our requirements to all signatories of our [distribution list](#) via email; on the [ENA flexibility in Great Britain timeline](#); via press release; included in our Incentives on Connections Engagement

(ICE), Innovation and Community Energy newsletters and sent directly to customers connected within the constrained region.

3.2. Pricing strategy

We currently operate a pay-as-bid pricing strategy for our flexibility tenders. We will utilise the [Common Evaluation Methodology and Tool \(CEM\)](#) to determine the guide price for the competition zone at the tender stage; meaning that we will issue in the tender materials the price above which the use of flexibility or energy efficiency is deemed uneconomic. This encourages bidders to submit competitive prices and ensures consistency with our evaluation process whilst continuing to drive competition in the market. These prices are based on the annual deferral fee, and will be subject to full evaluation post bid assessment. These prices for each requirement are published within *Appendix 3- Site Requirements* as part of our suite of tender documentation on our website, in addition to being published on Piclo and our interactive flexibility map.

3.3. Bidding

In the pre-qualification stage of the procurement process we will assess the applications received and identify bidders that meet the specified requirements in section 2.6. Only bidders that fulfil the requirements will be eligible to submit bids in the two-week bidding window. Bids will be submitted, and bidders notified of the outcome via [Piclo Flex](#).

During the assessment period, we may hold a Post Quotation Negotiation or Best and Final Offer meeting with successful bidders. More information on how to submit a bid can be found [here](#). Bids will be assessed using the new standardised Common Evaluation Methodology Tool as detailed in section 5 below. Prices above the guide price provided may be accepted if bids are submitted for multiple years following full evaluation.

3.4. Contracts

We have adopted the new [Standard Flexibility Agreement](#) and will continue to adopt updated versions of the agreement, created in collaboration with all Great Britain DNOs, National Grid Electricity System Operator (ESO) and stakeholders. This consistent approach boosts market confidence and facilitates participation in flexibility markets; having a common agreement simplifies the standard contract, reduces jargon, shortens the page length and ensures clear and consistent terminology. The terms of the contract will be made publicly available on our website throughout the year and are issued as part of the suite of Invitation to Tender (ITT) documentation available at tender stage. It is a living document and remains a key deliverable for 2022 as the networks intend to further standardise the terms and move towards a framework style agreement to facilitate shorter term procurement in the near future.

The results of our tenders are communicated out to our stakeholders directly via our distribution list, formal press releases and published on our website under [‘Previous requirements’](#).

4 STAKEHOLDER ENGAGEMENT

4.1 Flexibility market information

We will provide regular, consistent and transparent reporting by issuing quarterly newsletters to our distribution list and providing updates on future requirements, Expression of Interests (EoI), results of our tenders and upcoming events. We keep a [newsletter archive](#) on our website so that stakeholders can follow our journey and keep up to date with any new opportunities in our area. To reach wider audiences, we also include flexibility services updates in Electricity North West's Stakeholder Engagement, Community and Local Energy, Innovation and Incentive on Connections Engagement newsletters, and promote our distribution list, upcoming tenders, events and flexible services updates across our social media channels. Stakeholders can sign up to receive our newsletters [on our website](#).

We will deliver bi-annual online flexibility workshops in Spring and Autumn following the publication of our latest requirements. These interactive online events will present overviews of our procurement processes and requirements and provide guidance on the platforms utilised in the process to ensure that our stakeholders are provided with the necessary tools to submit a tender response. We welcome questions and feedback from attendees on their experiences of providing flexibility services. To demonstrate our commitment of driving simplicity and standardisation across the procurement process, this year we are also co-hosting an event with Piclo, UK Power Networks (UKPN) and Scottish Power Energy Networks (SPEN) in June as a roundtable event in which flexibility providers can pose questions to all parties. This event will specifically seek feedback on how we can improve the process and help to remove barriers to participation.

We will continue to use all feedback to simplify our processes and remove any actual or perceived barriers to potential providers submitting a tender response. We strive to make it easy for our stakeholders to engage with us, focusing on the right issues and asking the right questions, to develop an offering that meets both of our needs. Recordings of our online workshops are available to view [on our website](#) and stakeholders can sign up to receive future event invites [here](#).

We intend to issue a consultation in June, which aims to collate feedback prior to the issue of our Autumn 2022 tender, within which we intend to publish some of our longer-term requirements as publicised in the NDP. We intend to consult on the following areas:

- Pricing structures for different service requirements
- Contract length preferences for different service requirements
- Provision of information, both technical and the signposting of requirements, and
- Perceived barriers to participation and potential solutions.

This consultation will run alongside the wider Open Networks flexibility consultation, to gauge feedback on ENWL's specific approach, and ensure that our services are fit for purpose of our regionally specific stakeholders. In addition, we anticipate that this consultation will help develop lasting relationships and delivering ongoing mutual benefit to the economy and efficient use of Electricity North West's distribution network.

One-to-one surgery sessions are available for potential providers to pose specific questions to the team and for assistance in obtaining and understanding the information required to successfully participate. These sessions are available to book via our website [here](#). Surveys are issued to all participants following each individual tender to gain feedback on the information provided, the simplicity of the process, and reasons for submitting or not submitting bids.

4.2 Industry engagement

As an active participant of the [Energy Networks Association's \(ENA\) Open Networks Project](#), we will co-ordinate with the other UK DNOs and IDNOs, the Electricity System Operator (ESO), the Department for Business, Energy and Industrial Strategy (BEIS), the energy regulator Ofgem and the Transmission Operators (TOs) to identify good practice and standardise the process of providing flexibility services to the grid to create a streamlined customer experience.

As the ENA Open Network Project consults with stakeholders widely on the scope of its work and has regular engagement with its Dissemination Forum and Challenge Group, which contains stakeholders from across the energy industry, we are confident that the outputs are welcomed across the electricity and gas sectors. This year we will continue to coordinate our approach to procuring flexibility alongside other DNOs as we implement common platforms and continue developing standardised processes to reflect the priorities of our stakeholders and the industry.

Following publication of the Smart Systems and Flexibility Plan in July 2021, our plans throughout 2022 are driven by the need for standardisation, ensuring that we continue working collaboratively and in line with these expectations. Full details of the work products and intended deliverables can be found in the [Project Initiation Document for 2022](#).

In collaboration with Work Stream 1A of the ENA Open Networks Project which is specifically aimed at flexibility services, we will be issuing a consultation throughout August and September that we will actively promote and participate in. The feedback received from this consultation will inform the collective decision making and implementation of the ENA Open Network Project's products across all GB networks.

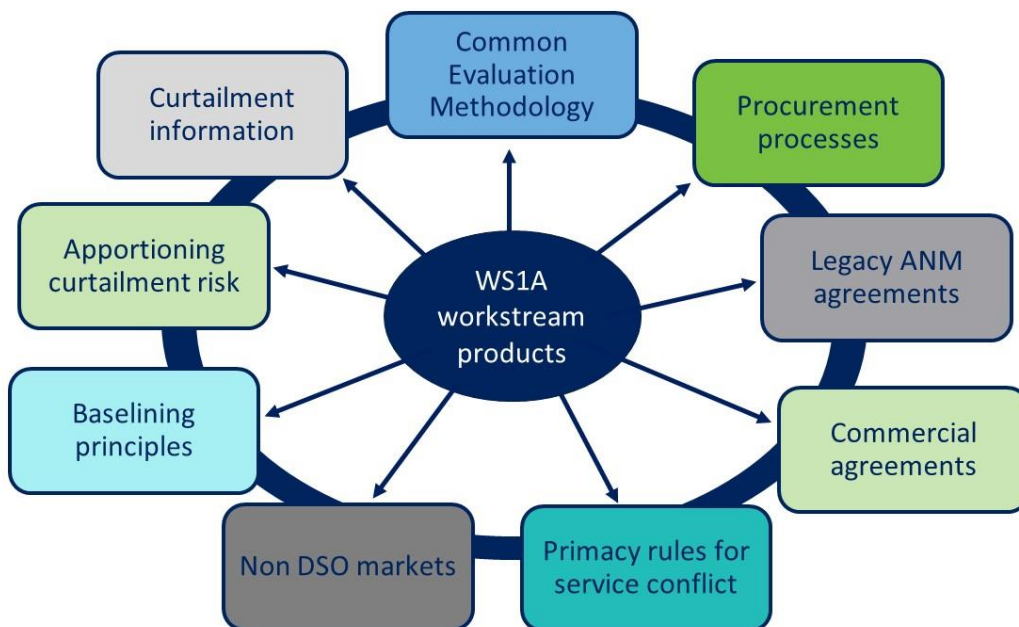


Figure 8: Open Networks Project workstream WS1A products

A full list of planned engagements via the ENA Open Networks Project is available [here](#).

5.3 Planned engagement activities

Planned Engagement Activities		
Date	Planned Engagement	Details
1 April 2022	Newsletter	Notification of Invitation to Tender (ITT) publication
April – June 2022	Targeted customer engagement	Direct engagement with Local Authorities, Housing Associations, Customers and Community groups within the identified constraint zones
27 April 2022	ENWL Flexibility webinar	Bi-annual flexibility webinar to address latest requirement
3 May 2022	Decarbonisation of Public Estate forum	Forum held by Local Council
11 May 2022	Elevate Exchange Sustainability Panel	Sponsored event promoting sustainability and flexibility in the North West
16 May 2022	Energy Innovation Challenge Group	Forum held by Local Council
19 May 2022	Sustainability Advisory Panel	External Advisory Panel with external chair
24 May 2022	Low Carbon Buildings Challenge Group	Forum held by Local Council
14 June 2022	Event - Growing DSO flexibility markets to reach net zero	Joint forum held by Piclo, UKPN, SPEN & ENWL in Manchester
June 2022	Newsletter	Notification of consultation issue and general update
June – September 2022	Distribution Flexibility Procurement Consultation	ENWL led consultation on our existing processes prior to our Autumn tender, to reflect our local stakeholders' views.
August – October 2022	ENA Open Networks Flexibility Consultation	WS1A – Flexibility Services consultation across all 9 defined products within the workstream
September 2022	Newsletter	Spring-22 tender outcome and consultation summary
September 2022	Survey	Post tender survey to all participants
1 November 2022	Newsletter	Notification of ITT publication and ON update
November 2022– February 2023	Targeted customer engagement	Direct engagement with Local Authorities, Housing Associations, Customers and Community groups within the identified constraint zones
December 2022	ENWL Flexibility webinar	Bi-annual flexibility webinar to address latest requirement
March 2022	Newsletter	Autumn-22 tender outcome summary

Figure 9: Engagement calendar

All events will be publicised through our newsletter and social media channels, and available to register via our website [here](#).

5 DETAILED QUANTITATIVE ASSESSMENT

Since January 2022 we have been utilising the [new Common Evaluation Methodology \(CEM\) and Tool](#) to determine the most suitable solution to meet the network needs; comparing traditional asset reinforcement to procuring flexibility services, energy efficiency measures and Active Network Management (ANM) solutions.

The CEM tool evaluates solution options comparing network capacity and network losses over the range of [Distribution Future Electricity Scenarios](#) (DFES) scenarios to identify the most cost-effective solution and proposes optimum contract length. Based on the format of the Ofgem CBA for RIIO-ED1, the CEM tool is closely related to Electricity North West's [Real Options Cost Benefit Analysis](#) (ROCBA) methodology developed for evaluating the flexibility products (Secure, Sustain, Respond and Dynamic) against network intervention. This standardised industry approach provides greater visibility and confidence amongst flexibility providers and helps stimulate volumes and competition in the market, ultimately reducing costs for network customers.

To demonstrate our commitment to procuring flexibility in an open and transparent manner, we will publish a high level summary table on the latest requirement page [on our website](#) following each tender round, along with a more detailed analysis of the valuations for each requirement zone. Further information describing this new methodology approach is also available to view via the [Flexibility Valuation link](#) on our website.

6 CONTACT US

Our approach to procuring flexibility will continue to evolve in line with best practice as identified by the industry and through stakeholder engagement. This year we look forward to building upon the improvements we have made to reduce barriers to participation, facilitating the developments of markets and enhancing visibility and transparency of information relating to flexibility.

If you have any comments or questions relating to this statement or the process of providing flexible services to the network, please get in touch via our [feedback form](#).

To request a copy of this statement¹ please contact our team at Flexible.services@enwl.co.uk.

7 USEFUL LINKS

Link name	URL
Ofgem website	https://www.ofgem.gov.uk/
ENWL Flexibility Services portal	https://www.enwl.co.uk/go-net-zero/flexible-services/
Piclo Flex platform	https://picloflex.com/

¹ Please note that a charge applies for this service.

Link name	URL
Flexible Power portal	https://www.flexiblepower.co.uk/
Energy Networks Association website	https://www.energynetworks.org/
Flexibility in Great Britain Timeline	https://www.preceden.com/timelines/523803-flexibility-in-gb-timeline
Common Flexibility Agreement	https://www.enwl.co.uk/globalassets/go-net-zero/flexible-services/understanding-flexibility/library/standard-flexibility-services-agreement--v1.2-.pdf
Common Evaluation Methodology and Tool (CEM)	https://www.energynetworks.org/assets/images/Resource%20library/ON20-WS1A-P1%20CEM%20Tool%20v1.0.xlsm.zip
Sign up to receive our flexibility newsletters and event invites	https://www.enwl.co.uk/about-us/contact-us/sign-up-to-a-distribution-list/
Request a one-to-one surgery appointment	https://www.enwl.co.uk/go-net-zero/flexible-services/engagement/request-a-surgery-appointment/
Register your asset	https://www.enwl.co.uk/go-net-zero/flexible-services/register-your-asset/
Electricity North West Distribution Future Electricity Scenarios Report	https://www.enwl.co.uk/get-connected/network-information/dfes/
Electricity North West Network Development Plan	Network development plan (enwl.co.uk)

8 GLOSSARY

Term	Definition
Active Network Management (ANM)	The use of distributed control systems to continually monitor network limits, along with systems that provide signals to DER to modify outputs in line with these limits.
Aggregators	Third party intermediaries specialising in coordinating or aggregating demand response from individual consumers to better meet industry parties' technical requirements for specific routes to market.
Baseline	The point from which any delivery of flexibility is measured.
Common Evaluation Methodology and Tool (CEM)	Standardised tool allowing DNOs to compare the cost of flexibility or other solutions e.g. energy efficiency against traditional network reinforcement.
The Department for Business, Energy and Industrial Strategy (BEIS)	A department of the UK government which brings together responsibilities for business, industrial strategy, science, innovation, energy and climate change.
Dynamic Purchasing System (DPS)	An online process for contracting flexible services on PicloFlex; DNOs advertise long term requirements and flexibility providers sign up to the DPS to demonstrate eligibility e.g. financial stability and technical ability, before proceeding to the competition and bidding stages.
Demand Side Response (DSR)	Demand side Response (DSR) refers to the ability of sources of demand (for example, an industrial process) to increase or decrease their net demand in response to signals (sometimes price-signal) to support system or network management.
Distributed Energy Resource (DER)	Small-scale power generation and storage such as solar, wind and electric vehicles that operate locally and are connected to a larger power grid at the distribution level.
Distribution network operator (DNO)	The owner and operator of a distribution network licensed by the Gas and Electricity Markets Authority.
Distribution System Operation (DSO)	DSO balances capacity on the distribution network to enable new connections and meet the requirements of existing customers using flexible distributed energy resources, network investment and commercial services ensuring security and quality of supply standards are delivered.
Energy Networks Association (ENA)	The ENA is the industry body funded by UK gas and electricity transmission and distribution licence holders.
ENA Open Networks Project	Brings together the nine electricity grid operators in the UK and Ireland to work together to standardise customer experiences and align processes to make connecting to the networks as easy as possible and bring record amounts of renewable DERs to the local electricity grid.

Extra High Voltage (EHV)	Voltages greater than 22kV in Electricity North West's distribution network.
Flexibility Market	The arena of commercial dealings between buyers and sellers of flexible services.
Flexibility Provider	The owner and/or operator of assets that have the capability to provide Flexibility Services and wishes to make available each Site for the provision of such Flexibility Services, for example through aggregated or individual assets. The Company will pay the Provider for these Flexibility Services in accordance with this Agreement.
Flexible Power Portal	Online platform facilitating the signposting, procurement, dispatch, settlement, baselining and performance metrics of flexible services.
Flexible Resource	Resources like generators, consumers, and Electricity Storage connected to the distribution network.
Flexible Services	DERs connected to our networks can increase exports (generate more) or reduce imports (consume less) when instructed by the network and receive payment in return.
High Voltage (HV)	The voltages of 6.6kV or 11kV in Electricity North West's distribution network.
Low Voltage (LV)	The voltages of 400V / 230V in Electricity North West's distribution network.
National Grid Electricity System Operator (ESO)	National Grid moves high voltage electricity from where it's generated, such as a wind farm, through the energy system. Across Great Britain. They convert it into a more manageable voltage that's suited for domestic use.
Network Management System (NMS)	A system that will allow us to manage the energy in the North West in real time, operating as a smart network allowing supply to meet demand. It will facilitate our ability to provide future generations with a low carbon, sustainable and reliable electricity network throughout the region.
Neutral Market Facilitator (NMF)	A transparent, neutral market for flexible services, providing attractive opportunities for customers of all scales to respond to requests for flexibility, allowing existing and new renewables to be fully utilised.
Piclo Flex Platform	The independent marketplace for trading energy flexibility online. View active competitions, upload your assets and submit bids.
Transmission System Operator (TSO)	TSOs own, operate and maintain the transmission networks. There are three licensed TSOs in Britain, and each is responsible for a regional transmission services area.