

Flexible Services Products

Each Invitation to Tender that we publish on our website details the type of response (product) that is required within its specified location. Our four types of responses are: SUSTAIN, SECURE, DYNAMIC and RESTORE.



Sustain (Pre-fault)

Provides a scheduled response to prevent network constraints

Providers flex their supply up or down in accordance with a schedule to help manage network constraints by providing additional capacity and capability



Secure (Pre-fault)

Provide a scheduled response to manage network loading

Providers are available at peak times to help manage the load on the networks and prevent it from exceeding its capabilities



Dynamic (Post-fault)

Keeps the power flowing during an unplanned network event

Providers are available and provide an immediate response following a fault or unplanned network event



Restore (Post-fault)

Gets the lights back on following an unplanned network event

Providers are available and provide an immediate response to help us restore supplies for customers more quickly following an unplanned network event

Product parameters

	SUSTAIN	SECURE	DYNAMIC	RESTORE
Minimum declarable capacity	10kW	10kW	10kW	10kW
Minimum utilisation	30 mins	30 mins	30 mins	30 mins
Utilisation notification period	Scheduled in advance	One week in advance	Real time	Real time
Maximum response time	N/A	15 mins*	15 mins*	15 mins*
Availability agreement period	N/A	Contract stage	Contract stage	Contract stage
When required?	Scheduled forecast overload	Pre-fault / peak shaving	Network abnormality / planned outage	Network abnormality
Risk to network	Low	Medium	High	high
Utilisation certainty	High	High	Low	low
Frequency of use	High	Medium	Low	low

* Bidders should indicate where their assets can achieve faster response times than the required Maximum Response Time. Faster responses will score higher on the bid assessment