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Flexibility workshop – November 2019

Consultation and feedback

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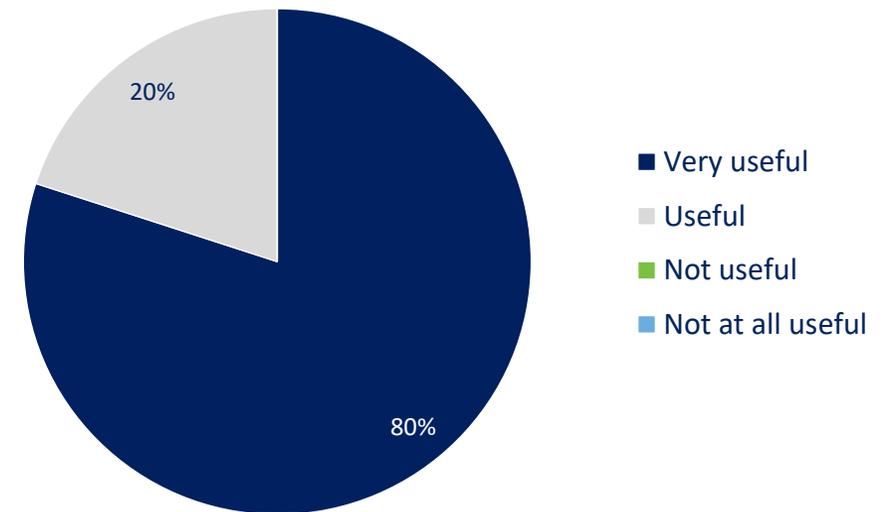
On 6th November 2019 we held our first Flexibility workshop in Preston.

The aim of the workshop was to explain to our stakeholders our current flexibility requirements, and consult with them on our approach to flexibility.

The workshop was a success, with 100% of attendees finding it useful or very useful.



Feedback question – How useful did you find today?



What our attendees said they liked about it...



Made simple for those inexperienced with flexibility

Clearly explained interactive nature

Knowledgeable presenters

Very informative

Great presentation

Provided clarity





The first part of the workshop explained our approach to flexibility



Our current requirements

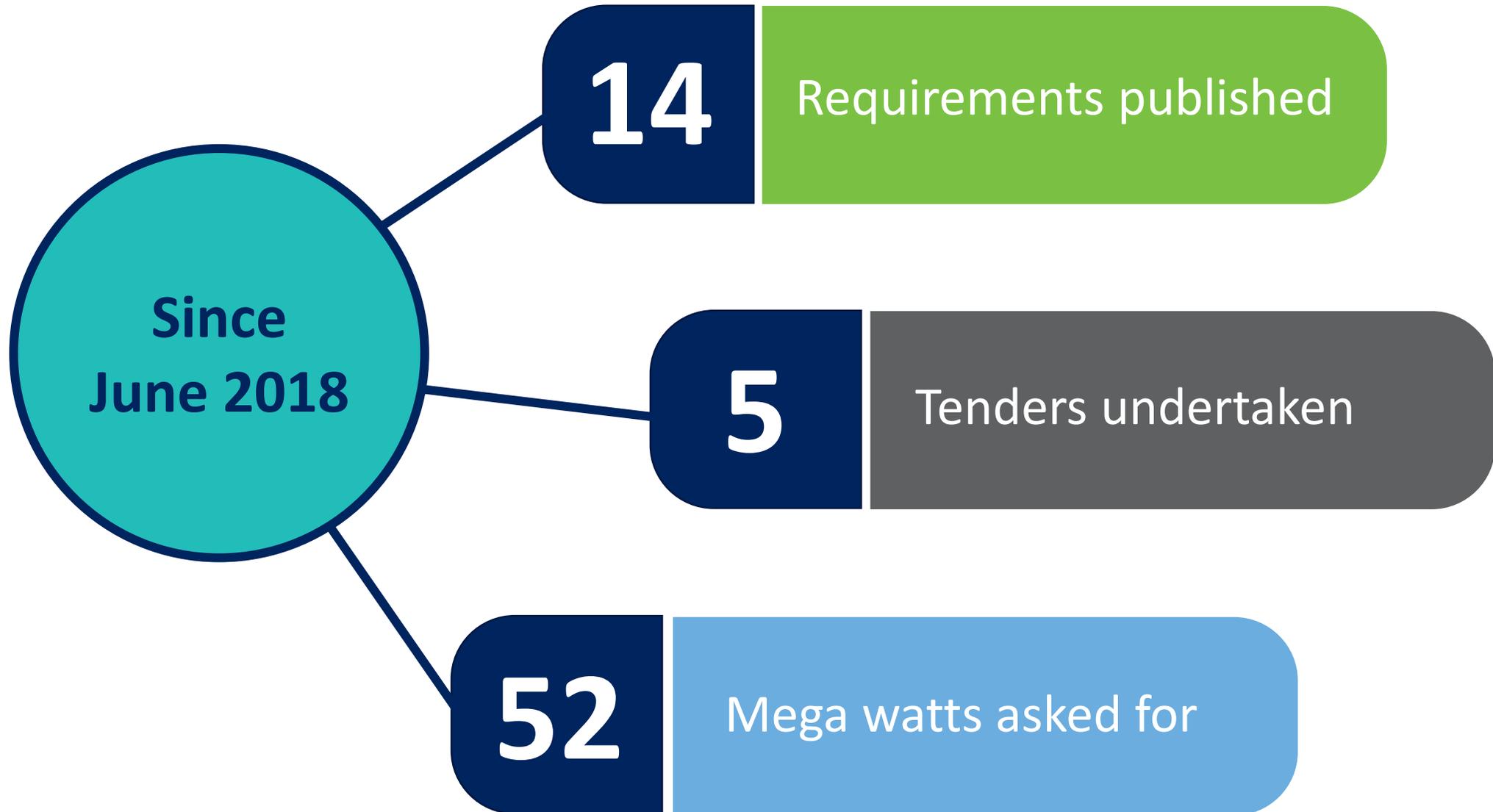


Our process from start to end



Flexibility in the future

We explained what we've done so far..





You said

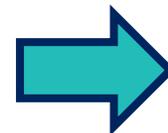
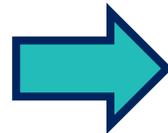
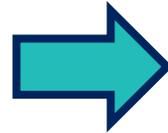
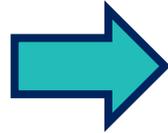
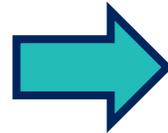
The minimum size for participation is too high

The requirement for minute by minute metering is a deterrent

More transparency is needed with documentation

More notice is needed of future requirements

The requirements and associated processes aren't clear



We did

We reduced the minimum size for directly connected customers to 50kW and aggregated resources to 100kW

We changed the metering requirement to half-hourly metering

We created the addition information section on our website which includes the template contract and T&Cs

We now sign post our future requirements on our flexibility map on our website

We have extended the clarification window at the beginning of each RfP going forward and have introduced bi-annual workshops



The second part of the workshop gathered feedback from participants

Is there any additional information that would be helpful?



What do you think are the biggest barriers to participation?



Q1. Is there any additional information that would be useful?



You said

Provide half hourly data behind estimated time profiles

Confirm on the website what speed of response is required for each product

Centralised platform for publishing tenders

Guidance on the structure of pricing for different units

Detailed technical specification guide, including information on technology, telemetry and data sharing



We will

We will publish forecasted half hourly profiles for all tenders going forward

We have published the required [service response times](#) and will include these in future requirement summaries

We have agreed to collaborate with Open Utility Limited to jointly develop its Piclo Exchange platform and ensure that there is wider visibility of our flexible services tenders

In April 2020 we will adopt consistent branding and pricing structure of products (e.g. availability & utilisation payments, or utilisation only where there is sufficient competition)

We are currently producing a technical specification document that will be made available prior to our next tender in the Spring of 2020. This is also being addressed as part of the ONP and we will strive to achieve consistency where appropriate

Q2. What do you think are the biggest barriers to participation?



You said

Visibility of pricing signals

Short length of contracts

Locational – not having assets within the area



We will

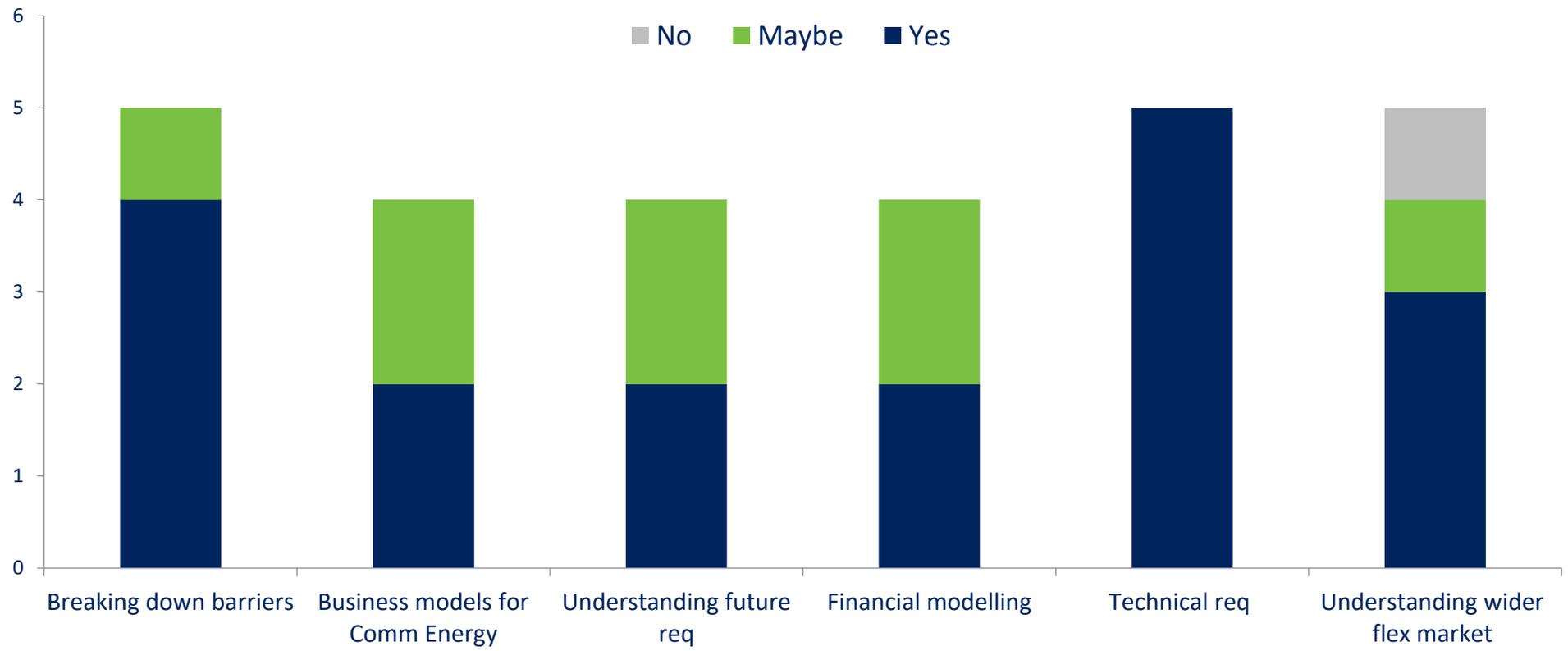
Review our approach in line with industry best practice.

Depending on the type of response, contracts may be extended up to a maximum of 5 years

We have created a new page on our website where customers can [register their asset](#). Customers will then be notified when we have a requirement in their area.



Finally we asked what people would like us to cover in future events





Our next workshop will be held on **12th March 2019**

Following feedback, we will be covering..



Actions since
last time



Technical
Specification



Breaking down
barriers



Future
requirements

Register for our event [here](#), we hope to see you there!



One word – Feedback!

Throughout our workshops we ask stakeholders to challenge and feedback on our approach to date. However we are **always** looking at how we can improve our approach and facilitate participation.

We really do value any feedback you may have on our approach to flexibility and we encourage you to get in touch **at any time** via any of the below means.



Our email address – flexible.contracts@enwl.co.uk