

## Flexible Services Glossary

Name	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.
Aggregator	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.
Availability Rate	This defines the maximum number of hours that we may seek flexible services from the provider.
Availability Window	This defines the likely time periods when we expect to seek flexible services support from the provider.
Baseline	The point from which any delivery of flexibility is measured.
Capacity to Customers (C2C)	Industry leading innovation project demonstrating the value of flexibility.
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.
Department for Business, Energy and Industrial Strategy (BEIS)	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 flex 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)	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) in order 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.

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Distribution Future Electricity Scenarios (DFES)	Annual report detailing Electricity North West's view of the region's future electricity requirements.
Distribution Network Operator (DNO)	The owner and operator of a distribution network licensed by the Gas and Electricity Markets Authority.
Distribution System Operator (DSO)	Balances capacity on the network to enable new connections and meet the requirements of existing customers through the use of flexible DERs, network investment and commercial services.
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.
Extra High Voltage (EHV)	Voltages greater than 22kV in Electricity North West's distribution network.
Feeding Area	The geographic area that is supplied electricity by the cables and/or overhead lines connected to the local substation.
Firm Capacity	The amount of energy that must be guaranteed to be available at a given time on the network.
Flexibility Market	The arena of commercial dealings between buyers and sellers of flexible services.
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.
Flexible Service Supplier	The company providing the Flexible Service.
High Voltage (HV)	The voltages of 6.6kV or 11kV in Electricity North West's distribution network.

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Low Voltage (LV)	The voltages of 400V / 230V in Electricity North West's distribution network.
Market Liquidity	The ability for large numbers of electricity buyers and sellers to transact at all times, without causing a major change in its price and without incurring significant transaction costs.
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 Capacity	The amount of electricity flows that the network is able to accommodate.
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, facilitating a low carbon, sustainable and reliable electricity network.
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.
Peer to Peer Trading	Consumers trading electricity without an intermediary, at their agreed price. It makes renewable energy more accessible and allows consumers to make better use of their energy resources.
Piclo Flex platform	The independent marketplace for trading energy flexibility online. View active competitions, upload your assets and submit bids.
RIIO- ED2	Ofgem regulates the prices of companies that run the gas and electricity networks in Great Britain. RIIO- ED2 is the next price control period from 2023- 2028.
Remote Terminal Unit (RTU)	Used to reconfigure and collect data about the performance of our network, so we can intervene when necessary to keep supplies safe and reliable.
Transmission System Operator (TSO)	TSOs own, operate and maintain the transmission networks. There are 3 licensed TSOs in Britain, and each is responsible for a regional transmission services area.

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Utilisation Rate	This defines the maximum number of hours that we expect to seek flexible services from the provider.
Whole System	In context of Open Networks, Whole System means making optimal network investment and operational decisions for the whole electricity system, not just the transmission or distribution networks in isolation from all the equipment connected to the network.