



Appendix 2- Technical Specification

Flexible Service requirement

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1 Definitions

Availability window defines the likely time periods when we expect to seek flexible services support from the provider.

Contracted Performance Window means a Committed Performance Window in respect of a Site(s) / Group which is allocated by the Company for Flexible Services which is to be agreed and documented within the Flexible Services contract.

Contracted Capacity means the target net MW to be delivered by a Flexible Resource at a Site(s) / Group.

Demand the demand of MW and MVAR of electricity.

Distributed Energy Resource (DER) means resources like generators, consumers, and electricity storage connected to the distribution network .

Distributed Generation (DG) means a generator connected to the distribution network.

Distribution Network Operator (DNO) means the owner and operator of a distribution network licensed by the Gas and Electricity Markets Authority.

Electricity Storage in the electricity system is the conversion of electrical energy in a form of energy which can be stored, the storing of that energy, and the subsequent reconversion of that energy back into electrical energy.

Feeding area means the geographic area that is supplied electricity by the cables and/or overhead lines connected to the local substation.

Flexible Power is a cloud based platform for the scheduling and dispatch of distribution flexibility services.

Flexible Resource means resources like generators, consumers, and Electricity Storage connected to the distribution network.

Flexible Services means the provision of a change in import and/or export when instructed. This is also sometimes referred to as demand side response.

Generation means the electrical output (in MW) of any apparatus which produces electricity.

Group means a group of sites being aggregated to offer Flexible Services.

High voltage (HV) means the voltages of 6.6kV or 11kV in Electricity North West's distribution network.

Low voltage (LV) means the voltages of 400V / 230V in Electricity North West's distribution network.

Manual Override means the inhibit switch installed at each Supplier Site(s) / Group which may be operated to prevent the despatch of Flexible Services by The Company.

Minimum Utilisation Period means the pre defined operating window which the Company have contracted for Flexible Services Delivery.

Network Management Hub means the Company control facility from where the network is monitored and managed.

Policies means any instructions, rules or policies issued by the Company from time to time.

Post-fault condition means the situation where the distribution network is operating abnormally, generally following the disconnection and isolation of a section of the network due to an electrical fault on that section of network.

Recovery Period means the period taken for a Service to recover from provision of Flexible Services. This would include the necessary period for re-fuelling of generators.

Response Time means the maximum period of time (in minutes) which is permitted to elapse from despatch of Flexible Services by the Company or issue of an Instruction by the Company (as relevant) to achieving the Contracted Capacity at the relevant Site(s) / Group in connection with the service.

Site means each of the locations offering Flexible Services. For aggregated Flexible Resources the site is classified as the group of aggregated supplies.

Term means the duration of this Agreement.

Utilisation means, in respect of a Site(s) / Group, any despatch of a Flexible Service which is provided continuously until the Event End Time and "**Utilised**" shall be construed accordingly.

Utilisation rate defines the maximum number of hours that we expect flexible services will be required from the provider.

2 CONDITIONS PRECEDENT

The Bidder will need to meet the following high level conditions in order to provide a Flexible Service to the Company:

- 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 in each appendix as an indication of whether the resource is in the right geographic location¹,

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 date² .
- 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 Supplier 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.
- d. The Flexible Resource should have the ability to act (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. Flexible service suppliers should be able to deliver the service by the specified delivery start date (specific start dates are stated for each site in figure 2.3).

2.1 Minimum requirements

The Flexible Services procured are for a decrease in import or an increase in export.

The following requirements are required for participation:

- a. Each Site / Group must be in one of the zones detailed within the Appendix 3: Site Requirements.
- b. Each Site / Group must be minute by minute metered, or an agreed equivalent.
- c. Each Site / Group must be able to respond within 2 minutes of receipt of a dispatch signal for dynamic and restore services, and within 15 minutes for secure and sustain services.

¹ If you would like the Electricity North West to verify that the electrical connection is suitable prior to submission of your proposal, please email flexible.contracts@enwl.co.uk with your meter point administration numbers (MPANs).

² Further information on connection to Electricity North West's distribution network is available at [Get connected](#). All connection charges will be payable by the connectee in accordance with our [common connection charging methodology](#).

- d. Each Site / Group must be able to provide a minimum 30 mins response.
- e. Each Site must be built (ie commissioned) and have a connection agreement with final milestone one month prior to the start of the performance window.
- f. Provision of the service must not put the Supplier in breach of other agreements (e.g. connection agreements).

3 TECHNICAL AND OPERATING CONDITIONS

In the absence of any notification to the contrary in respect of a particular Site(s) / Group, the Company shall be entitled to assume that that the Flexible Resource is available to be despatched at all times during the contracted Performance Window and for the contracted capacity.

The Company may, in any Contracted Performance Window, issue a notice (an "Instruction") requiring the Supplier to provide a Flexible Service, or may itself remotely despatch the Flexible Resource from that Site(s) / Group.

Where the Company remotely despatches the Flexible Resource this shall be notified by the Network Management Hub to the Supplier and shall continue uninterrupted for at least the Minimum Utilisation Period until the earlier of:

- a. Notification of reduced requirement by the Company, and
- b. The end of the relevant Contracted Performance Window (as relevant).

Where the Company issues an instruction requiring the Supplier to provide Flexible Service the Supplier shall, within the Response Time, provide the service from the Site(s) / Group continuously for the Minimum Utilisation Period until the earlier of:

- a. Notification of reduced requirement by the Company; and
- b. The end of the relevant Contracted Performance Window (as relevant).

In the event that, in respect of the despatch of a Flexible Resource in any Contracted Performance Window or other period of time previously notified, or deemed to be notified, as being available at any Site(s) / Group:

- a. the Flexible Service is not provided at a level of at least the required level of Contracted Capacity less any applicable grace factor,
- b. the volume in MWh of the Flexible Service provided following despatch is less than the required level of Contracted Capacity less any applicable grace factor, or
- c. the Flexible Service is not provided continuously at a level of at least the required level of Contracted Capacity less any applicable grace factor,

then the Company Service Charges otherwise payable by the Company to the Supplier shall be reduced.

Where sites are contracted to deliver a Flexible Service following an Invitation to Tender there is an understanding that there may be a requirement for recovery following service delivery. In the event that a response is triggered but a site's maximum response duration is less than the total event period for the required response; the site should not excessively increase demand following the depletion of

available Flexible Resources. An example of this would be that an Electricity Storage system once depleted should not instantly recharge if the trigger signal is still active, as this may compound existing network issues. The Company reserve the right to terminate Flexible Service contracts if Suppliers are seen to demonstrate activities such as that detailed above where they are seen to compound an existing network issue.

Suppliers should not demonstrate any practices which could be deemed as gaming the system. Examples of gaming the system would include (not an exhaustive list):

- a. Where a site has multiple supplies and they are viewed to reduce demand on one to provide a contracted Flexible Service but then move the demand to an alternative supply fed from the Company's network,
- b. Artificially increasing Demand or encouraging others to artificially increase Demand to stimulate the Company to trigger a Flexible Service,
- c. Any acts of vandalism or sabotage which may stimulate the Company to trigger a Flexible Service.

3.1 Method of dispatch

Availability declarations will be scheduled via the [Flexible Power portal](#). Utilisation instructions for Sustain and Secure services will also be issued via an [API](#) from the Flexible Power portal. Utilisation instructions for Dynamic and Restore products will be via a Company owned Remote Terminal Unit (RTU) located within the Company substation supplying the site.

For sites requiring a new RTU, the Supplier is responsible for providing a single phase low voltage supply to the RTU. Additional signalling may be required to allow for availability signalling in real time. These requirements will be discussed as part of contract negotiations.

The Company reserve the right to modify the method of communications protocol. Site specific agreements shall be agreed prior to the awarding of a contract.

On receipt of a dispatch signal the Supplier shall begin provision of the Contracted Capacity as detailed within the service agreement.

The response should be at least equal to the agreed Contracted Capacity as detailed within the service agreement and should remain continuous until the activation signal is withdrawn or unless a verbal instruction is received from the Network Management Hub.

3.2 Fail safe actions

During provision of the Contracted service if the communications to the site from the Company's equipment are lost the site should cease delivery of the service until informed otherwise by the Network Management Hub or communications are restored.

3.3 Baseline for Measuring Actual Delivery

For Contracted Sites, the delivery of Flexible Services will be measured at the point of supply.

The level of response will be calculated using half hourly settlement readings for the duration of the contracted performance window once the activation or deactivation signal, or planned schedule is triggered. Responses will be calculated on the number of full minutes of response.

3.4 Testing and monitoring

Testing will be conducted at least 1 month prior to the beginning of the contracted delivery window.

Performance will be monitored and payments made in accordance with the below set of performance delivery criteria.

Response provided as % of contracted service	Payment	Actions
>100%	No additional payment made for services greater than requested	None
100% - 65%	Payment proportionate to service delivered	Service delivery under 90% will be monitored. Greater than three utilisations delivered at <90% will be constituted as service failure.
<65%	Service failure. No payment made.	Potential contract termination

3.5 How to respond to technical specification

Assets should be registered on the Piclo Flex platform, and bidders should confirm which assets they intend to put forward for each competition zone. Bidders are required to complete all relevant technical information within [the Pre-Qualification Questionnaire](#). Every field should be completed and should include brief and relevant information only for each Site / Group. If a Bidder is unsure how to complete any field they should contact the Company with sufficient time before the end of the pre-qualification window.

Where it is relevant; additional technical information relating to development timescales and loading profiles should be uploaded within our online [Pre-Qualification Questionnaire](#), however Bidders should avoid providing unnecessary additional data. The Company may choose not to review all additional information where it demands significant resource to do so.