Data in focus presentation

Question and Answer session

Electricity Futures Conference, October 2025

nationalgrid DSO

Question	Answer
Are you considering using a set of customer data use pathways to improve data use flows - similar to the concepts of patient pathways in the NHS.	Yes. NGED as a whole is looking at customer and stakeholder journeys through our various services and datasets. It's quite a big strategic project with an ambitious plan, but it's already underway. Hopefully we will be able to share more next year when it's more progressed. ALSO To help us understand our users better in order to create these sorts of pathways, as just mentioned please do reach out to us via nged.dataportal@nationalgrid.co.uk - we're keen to engage with you all and understand the data most relevant to you
How often is the data being updated?	This varies between datasets - the frequency of updates is in the description of each dataset
Is there a "how to use guide" of the datasets on the website so can share with colleagues and energy stakeholders?	Not right now, but we're working on a roadmap of enhancements to the data portal which will include guidance on how to use the data and examples, so watch this space
Does the running of network fault studies provide a critical input to the overall probability of failure modelling needed for customers to do their risk assessments?	When planning the network and assessing new connection opportunities t is essential to consider planned network outages for maintenance, but to also consider potential faults scenarios. This ensures we can offer our customers the security of supply and network access that they require.
Could we have a list of acronyms please, finding it hard to keep up?	We are currently working on a comprehensive glossary for our stakeholders and partners. There is a Jargon Buster on the National Grid website - https://connections.nationalgrid.co.uk/jargon-buster - as well as specific ones on some of our applications (for example the Network Opportunity Map).

Can you outline your network break assumptions used in step 3 of the NOM methodology. How likely are these assumptions to change and/or would you consider presenting results with different assumptions?	The inputs/assumptions for the Network Opportunity Map align with standard network planning practice for primary networks, which our DNO colleagues would undertake as part of the connections planning process. Subject to feedback, we could explore providing more data to allow for further 'filtering' of the headroom data with different assumptions.
Will this be added to the SSEN LENZA tool to streamline the data engagement across multiple DSOs?	Ultimately SSEN control what is on LENZA but we are in discussion with them and encouraging the sharing of any common DNO datasets between digital tool
How are you anticipating customer data needs based on rapidly evolving new business models and their innovations?	We are approaching this both proactively and reactively. Our proactive approach involves working with our stakeholders to understand their changing needs, and then using this understanding to iterate the product. This influences how we surface the data, what forms we use to present it etc. Our reactive approach sees us monitoring how users are using the data portal, what types of data they're searching for and how they find that data. We're thinking about how this works for different stakeholders – for example how does a local authority stakeholder's needs differ from an energy sector consultant – and how we can then put more of the information users are looking for early in their search journey. This is an always-on- ongoing process and we'd appreciate feedback so that we can continue to improve the portal.

Is data available that shows which addresses are connected to which secondary substations? Is data at that level is likely to ever become available or is it a GDPR constraint?	We do not publish data at the individual customer level, but we do publish a number of spatial data sets on the connected data portal down to the secondary substation or distribution substation level. This is the low voltage radius which provides a spatial area for each of our distribution substations. This then allows identification of which substation or which property is fed from which substation, without sharing individual customer details.
Are curtailment issues helped or hindered by renewable generation (like pv)?	In general, we see a lot of curtailment in areas where we have already had a lot of renewables connect. This is due to the compounding of similar connections, e.g. lots of PV in the same area all exporting at the same time, which would exceed the rating of our assets. Therefore, more PV added at any voltage level in these areas will lead to more curtailment either by offsetting demand at a domestic level or contributing to the load on the higher voltage networks.
Can batteries and energy storage solutions help with curtailment requirements?	If battery energy storage systems (BESS) participate in our flexibility markets to import and export power at times that we have identified as having a constraint, the curtailment required can be reduced. However, as by default BESS can import or export their full capacity at any time, e.g. in response to national markets, we cannot guarantee that their operation won't contribute to a localised constraint.
What are your thoughts on data set version control policy, for example when there are methodology or assumption changes?	We already apply version control to some datasets – for example, our Embedded Capacity Register. Further, when we improved our network headroom calculation methodology, we relaunched it as the Network Opportunity Map, while keeping the previous network headroom data from the Network Capacity Map available for a period of approximately 12 months. We recognise there may be further opportunities to strengthen version control, and we'd welcome stakeholder feedback on where this would add most value.

Does anonymised / depersonalised customer smart meter data feed into your demand data sets ?	When compiling our demand sets and forecasts we use the most accurate data available to us. This is usually smart meter data in the first instance, followed by the Load Shaping Service when it launches, then traditional Elexon load profiles.