Electricity Distribution

On Track To Trade Webinar

Responder – Storm Response

23rd July 2026

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Electricity Distribution

Welcome and introduction

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Helen Sawdon
Head of DSO Operations

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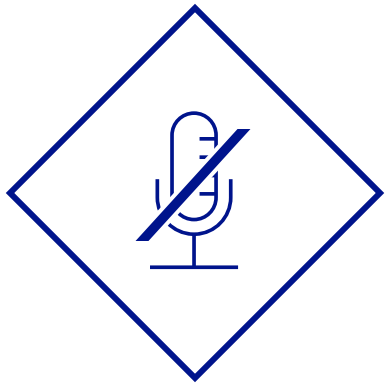
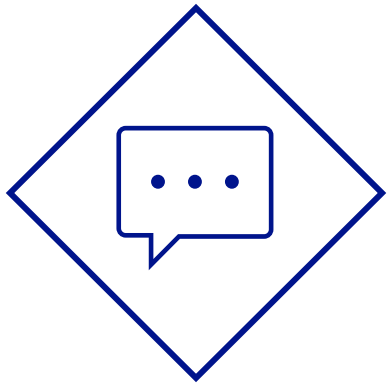
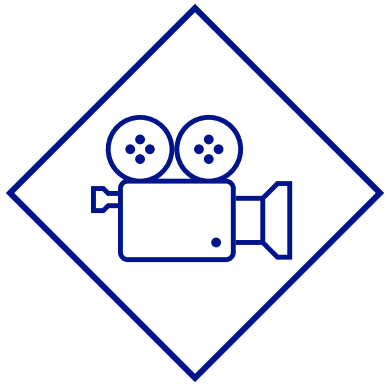
Housekeeping



Please make sure your microphone is muted when not speaking



For questions or feedback, please raise your hand or use the Q&A/chat box



This session will be recorded

Agenda

Welcome and Introduction	• **Housekeeping** • **Agenda** • **Objectives**	**Helen Sawdon** Head of DSO Operations	10.00 – 10.10
Responder Overview	• **What is it** • **How it works** • **Requirements** • **Eligibility**	**Helen Sawdon** Head of DSO Operations	10.10 -10.25
Product Design	• **Technical Parameters** • **Commercial Parameters**	**Joe Davey** DSO Engineer	10.25 -10.35
Procurement Process and Timeline	• **Entry routes** • **Participation timeline**	**Luke Boucher** Flexibility Commercial Officer **James Johnston (Piclo)** CEO and Co-founder	10.35 –10.48
Q&A	• **Questions can be posted in the chat at any time**	**Yingyi Wang** Flexibility Commercial Manager	10.48 – 10.58
Closing	• **Further reading** • **Thank you** • **Poll**	**Yingyi Wang** Flexibility Commercial Manager	10.58 –11.00

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Webinar Objectives

- Explain the purpose of Responder service along with network and customer benefits
- Overview of service requirements and how Responder will operate
- Share details on asset eligibility
- Understand participation, key milestones and timelines
- Answer any questions you might have

Electricity Distribution

We are the Distribution Network Operator.

We design, install and maintain the cables, wires, transformers and substations that make up the distribution network in the Midlands, South-Wales and South-West.

We support customers to get new electricity connections by building new network assets.

Our Control Room switches our network assets in real time to make sure power is always safe and reliable for our customers.

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We are the Distribution System Operator.

We operate today's distribution system and plan the system of tomorrow, all based on the priorities of the local communities and businesses that we serve.

We help customers to connect faster or make smarter use of their connections through being flexible in their energy use.

Our Energy Management Centre coordinates and schedules customer assets to help them make the best use of our network.

Electricity Distribution

Responder overview

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Helen Sawdon
Head of DSO Operations

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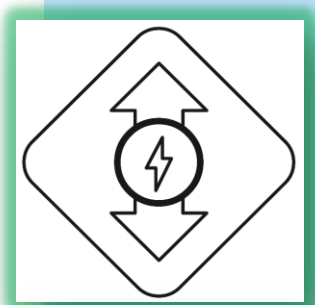
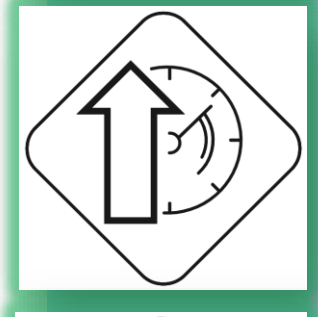
Unlocking the full potential of Flex

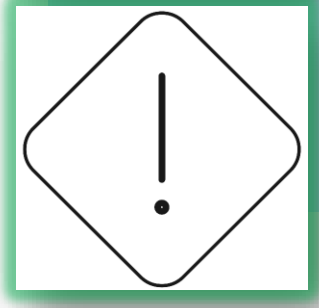
Existing use cases



Supporting security of supply at peak times when demand exceeds network equipment capacity
DTD/GTU & DTU/GTD



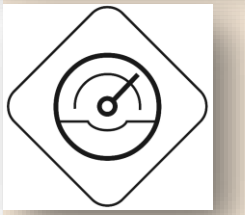
Maximising the use of renewable generation by turning up demand when its at peak export
DTU/GTD



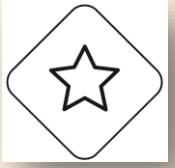
Quick 15min response to support rare post-fault condition
DTD/GTU

Emerging use cases

Now;
Responder – bringing forward demand to support network resilience
DTU



Next;
Local Voltage Management – balancing power flows to prevent voltage excursions
DTU/DTD



Future;
- EHV Voltage Management
- Broader resilience
- …

We have publicly shared our next 2-years of delivering for our customers

Our ED2 DSO Strategic Roadmap is published here;

New Winter Proposition - *Responder*

Responder is a new flexibility use case introduced by National Grid DSO for winter 2026/27.

It is designed to reduce the network risk during severe weather events by asking customers to use electricity earlier, instead of during forecasted storm periods – this could be **charging electric vehicles or batteries, pre-heating homes or commercial buildings, running household appliances, or bringing forward flexible household or business demand.** It aims to;

Reduce Stress on Network during weather events

Unlock alternative network configuration options

Improve customer preparedness

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The use case in detail

Supporting Network Resilience During Extreme Weather

- **Extreme weather events** (e.g. storms) can require alternative network configurations to restore power when equipment is damaged.
- While essential for customer restoration, these arrangements can place **additional stress on healthy network assets** due to unusual power flows and operating conditions.
- Exceptional weather conditions can create **unforeseen network risks**, despite the network being designed for resilience.
- **Flexibility services** can help reduce these risks and support network reliability during storm events.
- Responder encourages customers to **bring forward electricity usage before a forecast extreme weather event,** during a **pre-event window**, reducing demand during critical periods when the network may be under greater pressure.

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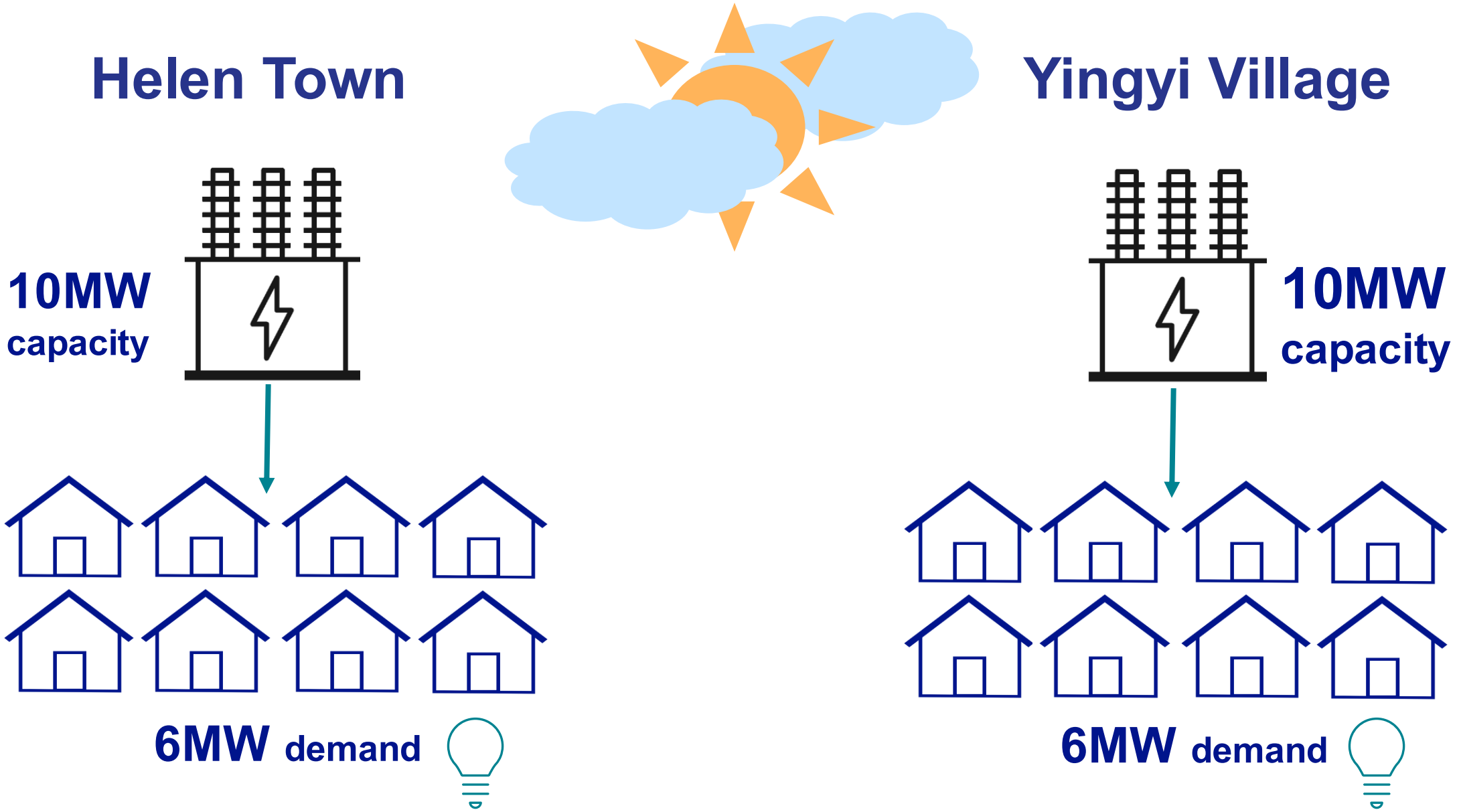

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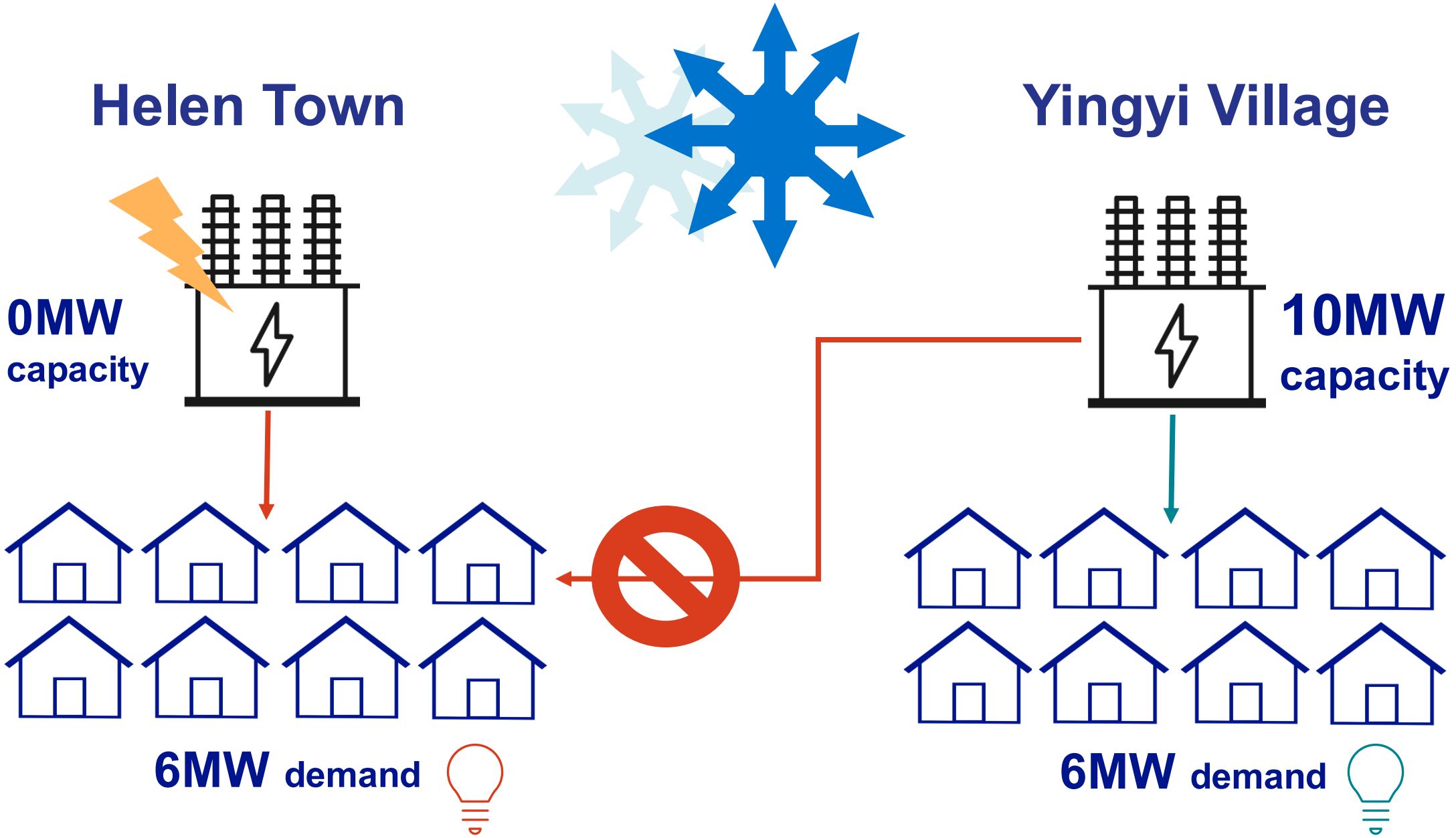

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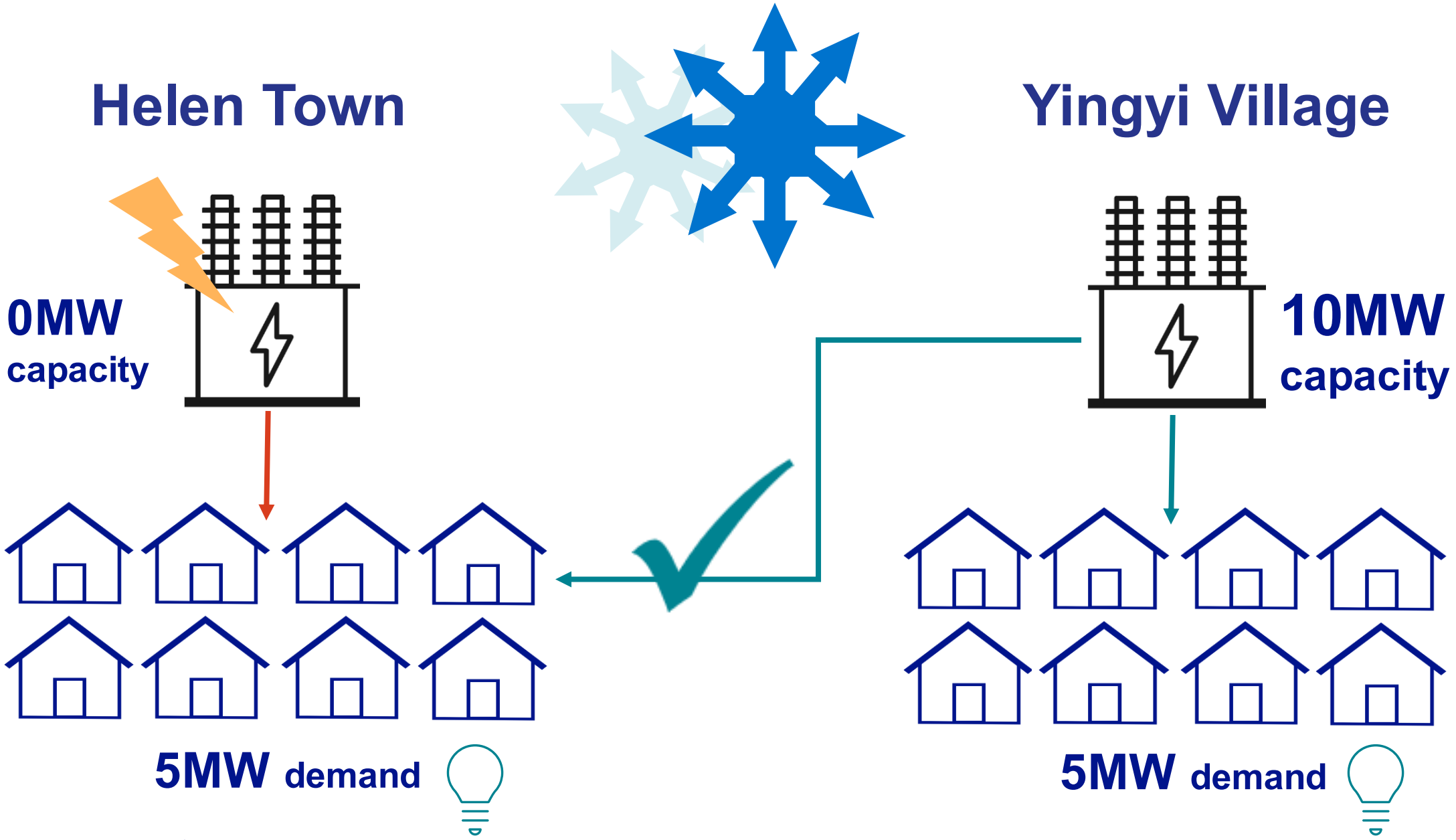

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The use case in detail

Benefits

- **Reduces demand on the network** during storm-related operational constraints.
- **Lowers the risk of overloading network infrastructure** when alternative running arrangements are in place.
- **Improves network resilience and restoration capability** during severe weather events.
- Helps customers **prepare for possible power outages** by ensuring:
  - EVs are charged and ready for use
  - Home batteries are charged
  - Homes are warm and prepared in advance
- Supports a more proactive approach to managing storm-related network risks.

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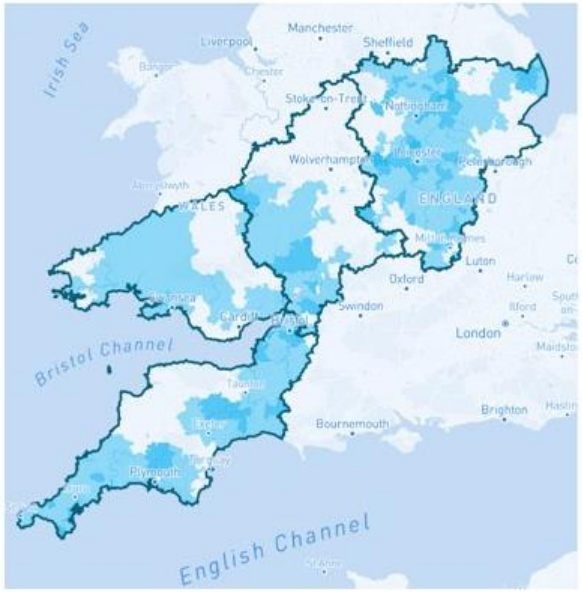
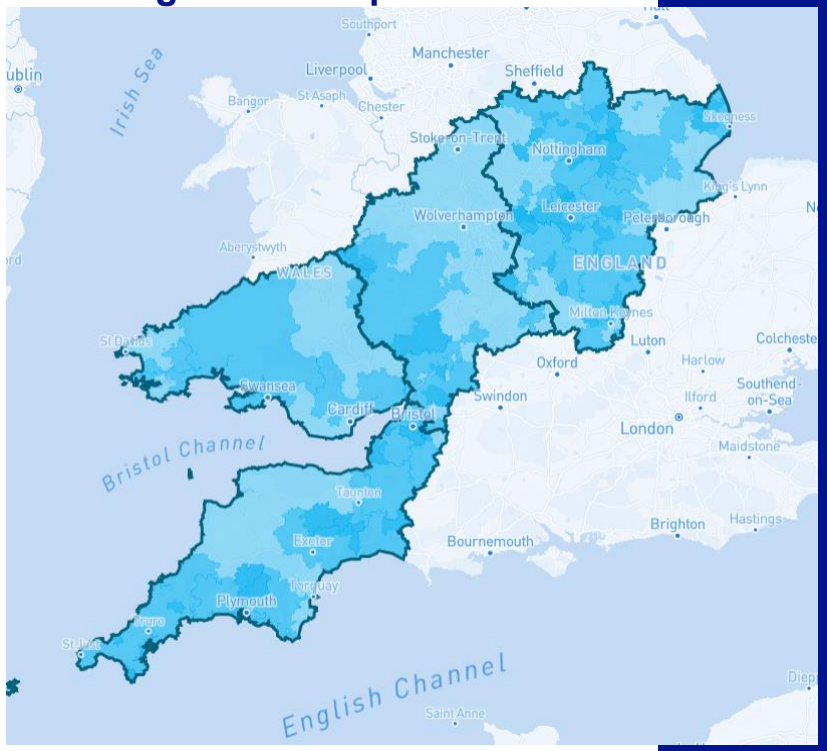
Coverage

Current Flex Coverage



Coverage With Responder



Of the 340k assets in Market Gateway;

121.5k are now eligible for Responder, this includes;

~600MW of EV Charging
~800 MW of battery storage
~73MW of household/site demand

New assets can be registered now

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Eligible assets

Responder currently supports flexible demand assets that can bring electricity consumption forward ahead of storm conditions

Currently Eligible	Not Currently Eligible
• Battery Storage • Heat Pump • Smart EV Charging (Demand Side Response) • Storage Heater • Flexible Site Demand	• Scheduled Generation • Intermittent Generation • Vehicle-to-Grid (V2G)

Applies to both Domestic and Industrial & Commercial assets

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What does participation look like

1	1-2 days ahead - Weather forecasting identifies upcoming storm
2	1-2 days ahead - DSO Ops determine where demand shifting can support
3	1 day ahead - FSPs receive delivery notice at 10am
4	1 day ahead – between 8pm and midnight, FSPs bring forward their demand
5	During the storm event – less demand on the network unlocks additional network reconfiguration options

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What does participation look like

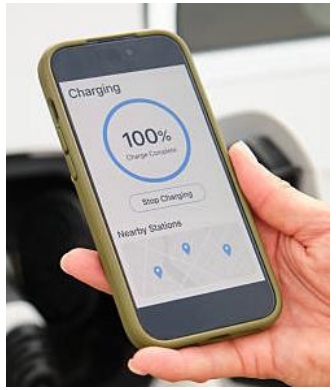
Inform

Service Providers will be notified at 10am of an event

Schedule / Deliver

Energy consumption is brought forward between 8pm and midnight

Result



Consumers are more prepared during the storm

DNO has more network configuration options unlocked for supply restoration

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Product Design

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Joe Davey
DSO Engineer

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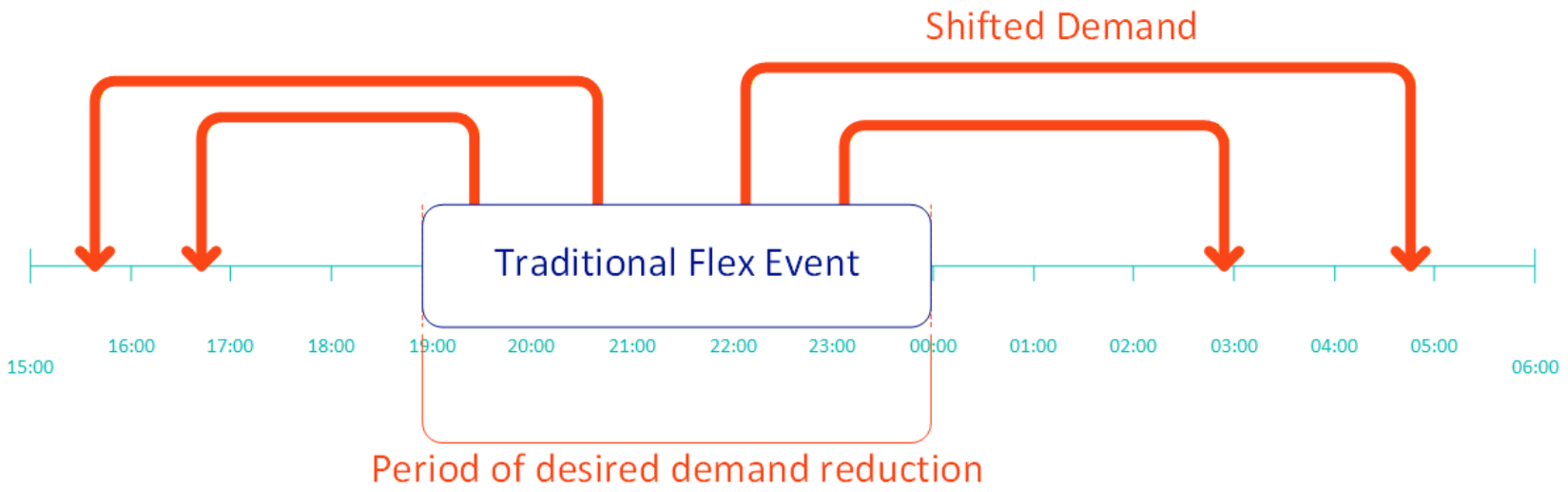
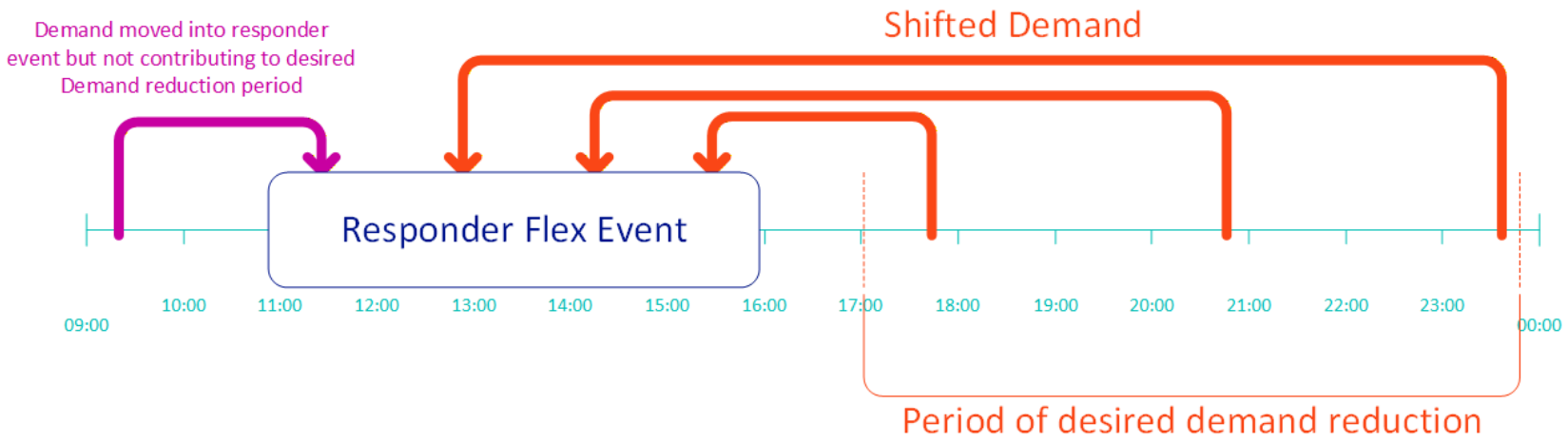
A Novel New Delivery Mechanism





- Exploring the use of DTU to shift demand into a selected period rather than DTD to shift demand out of a selected period
- This winter will likely feature a mix of storm-based dispatches and test events to assess the impact of this new delivery mechanism
- The learning from this winter will shape future years' Responder dispatches
- Potential to broaden this delivery mechanism to other flexibility use cases

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Product Design- Technical

Build on existing Operational Utilisation (OU) product to reduce complexity

Service Direction
Demand Turn Up

Season
Sep 26-Mar 27

Delivery Window
8pm-12am
Partially available is allowed

Voltage Level
HV

Network constraint is at HV, but both HV and LV connected assets can participate

Minimum Delivery Period
30 mins

Metering Requirement
Minute-by-minute or Half-hourly

Eligibility
Energised Demand & Storage

No capacity threshold

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Product Design- Commercial

Build on existing Operational Utilisation (OU) product to reduce complexity

Celling Price

£1200/ MWH

Payment Structure

Utilisation Only

Availability Window

Self-define

Payment Mechanism

Pay-as-clear

Clearing Rule

All or nothing

Performance Rule

10% grace factor +**2%** under-delivery clawback

Stackability

Fully Stackable

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Procurement process and timeline

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Luke Boucher
Flexibility Commercial Officer

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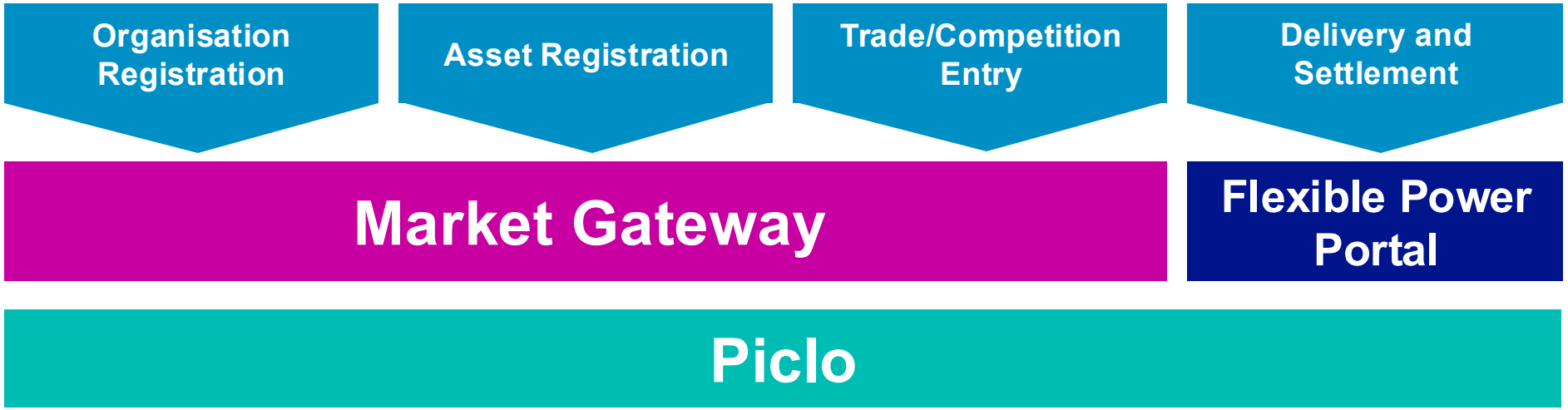
Market Participation Platforms



Access to NGED markets available directly or through Piclo

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How To Participate

1 Commercial Qualification Market Gateway

Register organisation

Sign overarching contract

Receive award letter of qualification success

10 day stand down

2 Technical Qualification Market Gateway

Register Assets;
- MG UI
- API Upload
- CSV Upload

Assets approved within 24 hours or rejected with a reason

Prove the metering of assets in Flexible Power Portal

Assets then set as Ready To Trade

3 Trades Market Gateway

Flexibility requirements are visible in Market Gateway

Enter your assets along with availability and bid price

If accepted, awarded availability will be visible in Flexible Power Portal

4 Delivery Flexible Power Portal

Deliver flex in line with your awarded delivery requirements

Submit meter readings so we can measure delivery

Performance and earnings reports and invoices

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Prepare your participation

- ✓ Check the Data Portal or Trade Opportunities on Market Gateway
- ✓ Book 1-to-1s to discuss your participation if needed
- ✓ For new participants only: watch out the 10-days stand down period
- ✓ Existing assets are eligible automatically. But please register new assets (via UI/API/CSV) as soon as possible
- ✓ API Signal: Opt out is available

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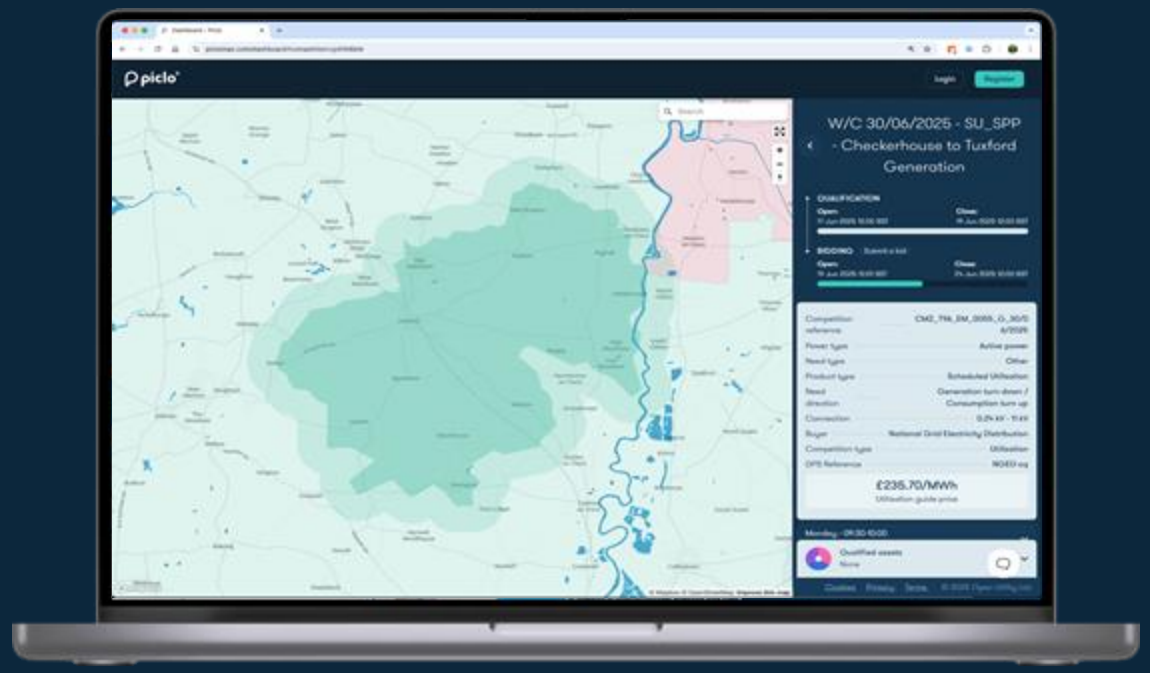
Access National Grid DSO Markets via Piclo

James Johnston
CEO and Cofounder

Our partnership with National Grid DSO

- Piclo is fully integrated with NG DSOs processes and systems.
- End to end process: From qualification and trading, to dispatch and settlement.
- Short term and long term trades: and the new Responder product
- We act on your behalf: No need to log into Market Gateway or Flexible Power.



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FSPs trading in NG DSO Flexible Power via Piclo

- EDF Energy
- OVO Energy
- Fuse Energy
- GridBeyond
- Equiwatt
- Shuffle Energy
- P3P Partners
- CUB (UK)
- Conrad Energy
- Welsh Power
- Powerverse
- Electric Miles
- U Power

13 FSPs

have bid into NG DSO Flexible Power via Piclo

91 FSPs

137,000+ assets

with assets registered on Piclo within NG DSO area

37%

of accepted short-term capacity FY25/26 — peaking at 67% in Feb 2026

Piclo-matched FSPs: companies bidding via Piclo cross-referenced with NGED published trade results. Capacity % = accepted kW from Piclo-matched FSPs / total accepted kW in NGED short-term weekly trades FY25/26.

Step by Step guides

NGED / Market Gateway Overview

Flexibility Service Providers can now use Piclo to participate in National Grid Electricity Distribution's (NGED) competitions via an integration with the Market Gateway platform w
asset data across both platforms.

To participate in NGED competitions, the information below provide
involved.

Registration

If you are not yet registered with Piclo, please create an account, g
the top navigation bar and complete the forms.

As part of this process, you can create a user login (email, passwor
(FSP) organisation account by providing registered company inform
please use the parent company information provided on the form.

You will need to accept the user terms for yourself, and the service

What if I already have a Market Gateway account?

If you already have an account and asset data within Market Gatew
support@piclo.energy so that we can assist you further.

> **IMPORTANT:** The company email address that you provide at
> that receives important emails such as dispatch instructions so
> emails are forwarded to the correct team by setting rules via yo

Company Qualification

Once you've registered on Piclo, the next step is to complete the co
called "National Grid Electricity Distribution" or you can navigate to
manage menu.

- Navigate to **Manage > Applications > National Grid Electricit**

Company Qualification

Once you've registered on Piclo, the next step is to complete the company qualification. The application is called "National Grid Electricity Distribution" or you can navigate to it via the competition on the map or the manage menu.

- Navigate to **Manage > Applications > National Grid Electric**
- Click apply (top right) and complete the company qualification
the application at a later stage, please select 'save' and 'contin
save any information provided so that you can come back to it
- The application includes a specific data consent question. This
between the Piclo and Market Gateway on your behalf. To lear
National Grid Electricity Distribution.
- After submission of the company qualification application, your
Gateway where NGED will be assessing your application. You
about the outcome of your application.
- If the company qualification is rejected, there will be an opport
application via Piclo.

Asset Qualification

NGED will only qualify operational assets. You can upload or chan
bidding.

To upload new operational assets and or edit existing operational

1. Navigate to **Manage > Assets** and '***download the latest temp***
existing assets' to change or remove existing assets in the pl
2. Fill in all the required data points (one row per asset) and/or e
the file as xlsx. **NGED competitions have additional asset d**
provided: Asset Scale, Metering Point and Import Meter ID
3. If your company qualification is approved and assets are withi
and have the compatible capacity, the assets will be qualified t
4. Please ***do not*** upload any planned assets intended to particip
'Planned Assets' tab in the asset upload template, as these wil

Bidding

For NGED competitions the following bidding rules must be followed. Please be aware, these rules will not be validated within Piclo, so please ensure they have been adhered to before finalising

Product	Asset specific bidding	Capacity
Dynamic	Not allowed, must bid with all assets in area	One value across whole competition
Secure	Not allowed, must bid with all assets in area	One value across whole competition
Operational Utilisation & Scheduled Availability (SAOU_DA)	Not allowed, must bid with all assets in area	Different value allowed ea service month
Operational Utilisation (OU_15)	Not allowed, must bid with all assets in area	Different value allowed ea service month
Scheduled Utilisation (Settlement periods) (SU_SEP)	Not allowed, must bid with all assets in area	Different value allowed ea service month
Scheduled Utilisation (Specific periods) (SU_SPP	Not allowed, must bid with all assets in area	One value across whole competition

> **IMPORTANT**: Piclo will not send your bids to NGED for consideration if the bid
> not adhered to.
>
> Competition closing time is 12 noon on Piclo. This gives time during working ho
> before submitting bids to NGED's midnight deadline.

Dispatch

When will I receive dispatch instructions?

A start dispatch instruction email is sent up to 15 minutes before the required start time to allow for asset ramp up.

A corresponding stop dispatch instruction email is sent at the required stop time.

Start and stop dispatch instruction emails include the NGED constraint area name where the service is required. Full details on the capacity required can be found within your contractual obligations file.

> Please note that NGED dispatching will be exclusively handled by emails, even if you are currently integrated with our dispatch APIs.

Settlement

When do I need to send metering data?

All metering data for a specific delivery month must be uploaded by the 14th calendar day of the following month. This includes half hourly metering data for:

- All half hour periods in which you were dispatched (you may also upload a full day/months worth of metering if it is simpler to do so).
- All unique MPANs dispatched.

When will invoices be shared?

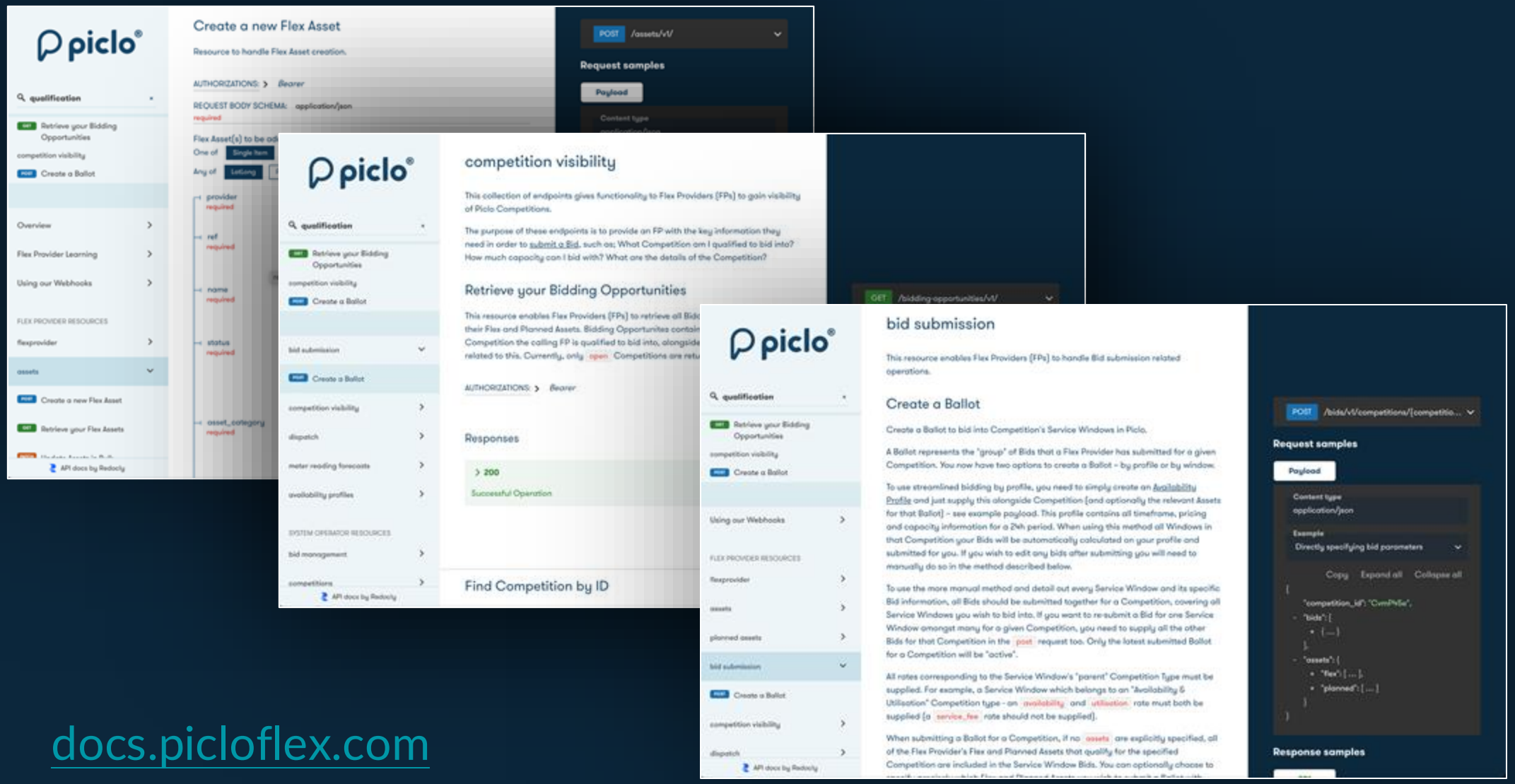
Invoices will be shared by the 17th of each month for services delivered in the previous month. Please contact customer success if you have any questions or would like to raise a dispute.

For more detailed information on participating in NGED's competitions, please refer to the NGED FAQ.

Did this answer your question?

View our guides here

API documentation



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Key Dates

July

- W/C 6th July Requirements Published to Data Portal ✓
- W/C 20th July Requirements Live on Market Gateway ✓
- **27th July Trades Open**

August

- **28th August Trades Close**

September

- W/C 7th September Trade Awards Announced

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Q&A

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Yingyi Wang
Flexibility Commercial Manager

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Electricity Distribution

Closing

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Yingyi Wang
Flexibility Commercial Manager

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Continued Engagement

1	1-2-1 session	Email nged.flexiblepower@nationalgrid.co.uk to set up a 1-2-1 call to discuss participation further
2	Responder Fact Sheet	Fact sheet with full details of Responder has been published
3	Focus Group	New quarterly focus group launched. Get in touch HERE if you're interested in joining.

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Useful Links

- ✓ Responder Factsheet
- ✓ Data Portal – Responder requirements
- ✓ Market Gateway
- ✓ Flexible Power Portal
- ✓ National Grid DSO website

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Flexibility Markets Team

nged.flexiblepower@nationalgrid.co.uk