

I HAVE AN ELECTRICITY QUERY...



*Putting you in touch with the **RIGHT** people...*

FOR ELECTRICITY SYSTEM OPERATOR QUERIES, ONLY

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Please Note: National Grid does **NOT** supply or bill Domestic consumers. If your query relates to a Domestic electricity connection, then please contact your Network Operator. To help identify your Network Operator, simply visit [Energy Networks / who is my Network Operator](#) website. If however your query is billing related, then please contact your electricity supplier.

Preface

Recent customer satisfaction survey feedback has revealed difficulty experienced by you, our customers, in finding the right person to talk to in relation to specific electricity queries and indeed resolution of those queries in an efficient manner. In response, we have developed the following 'I have a QUERY...' Contact List.

The Contact List is derived from a number of common queries; queries raised by you, our customers. Its purpose is to make finding the right subject matter expert within National Grid, quicker and easier than ever before.

However, if your query relates to a **Domestic** electricity connection, please contact your Network Operator. To help identify your Network Operator, simply visit [Energy Networks / Who is my Network Operator](#) website. If your query is billing related, then please contact your electricity supplier.

We hope you find the contact list comprehensive and useful and, urge you to get in touch with us should you feel there is anything that we have missed.

Kind regards,

Nagina Uppal

Email Nagina.Uppal@nationalgrideso.com

Customer Relationship Team

Please Note: Should you need to raise a query, please make initial contact by using the 'Team Contact' details. Escalation contacts should ONLY be used if a query has already been raised, but has not been responded to in a timely manner.

ELECTRICITY EMERGENCY?

If you spot a potential hazard on or near an overhead electricity line please call

0800 40 40 90 24 hours a day.

nationalgridSO

I have a QUERY about...

National Grid Publications

National Grid releases a number of publications each year to inform our customers and stakeholders of insights of the future of the industry

- Electricity Ten Year Statement (ETYS)
Email: box.transmission.etyso@nationalgrideso.com
- Future Energy Scenarios
Email: box.fes@nationalgridso.com
- Winter & Summer Outlook
Email: marketoutlook@nationalgridso.com
- Winter Review & Consultation
Email: marketoutlook@nationalgridso.com
- System Operability Framework (SOF)
Email: sof@nationalgrideso.com

These publications can be found at the following website: <https://www.nationalgrideso.com/insights>

- Annual National Electricity Transmission System Performance Report (C17 report)
<https://www.nationalgrideso.com/insights/transmission-performance-reports>
- Black Start Strategy document
<https://www.nationalgrideso.com/balancing-services/system-security-services/black-start>

Electricity Operational Forum

Throughout the year, we hold regular Electricity Operational Forum meetings. The forum aims to provide visibility and awareness for our Customers and Stakeholders to help understand and discuss the operation and performance of System Operations.

If you would like any information relating to the forum or would like to be put on the Forum mailing list please contact us using the options below

Phone: 01926 65 3448
Email: bea.ennim@nationalgrideso.com

Ancillary Services

The National Grid System Operator runs tenders and bilaterally procures a number of ancillary services from both transmission connected providers and distributed energy provider. If you are interested in participating in any of these services and have questions about any of the following services (and do not have a National Grid Account Manager) we can be contacted in the following ways:

Phone: 01926 654611
Email: commercial.operation@nationalgrideso.com
Website: <https://www.nationalgrideso.com/balancing-data/data-explorer>

For escalation: Craig.Dyke@nationalgrideso.com

Ancillary Service Settlements

If you are a current ancillary service provider with a contract with National Grid and you have an enquiry about payments or invoices, please contact us using the following options

Phone: 01926 654613
Email: settlement.queries@nationalgrideso.com
Website <https://www.nationalgrideso.com/balancing-services/settlements>

For escalation: Rachel.Payne@nationalgrideso.com

GTMA Trade Settlements

If you are currently trading GTMA contracts with National Grid and you have an enquiry about payments or invoices, please contact us using the following options

Phone: 01926 654613
Email: commodities@nationalgrideso.com
Website <https://www.nationalgrideso.com/balancing-services/settlements>

For escalation: Nick.Everitt@nationalgrideso.com

Future of Balancing Services

Our aim is to create balancing services markets that meet our changing system needs, and in which all technology types can compete on a level playing field. Therefore, we are looking to revise the design of our ancillary services and procurement approaches. This includes the publication of a number of roadmaps highlighting our proposed changes for a number of ancillary services. If you have an enquiry, please contact us using the following options

Email: futureofbalancingservices@nationalgrideso.com
Website: <https://www.nationalgrideso.com/insights/future-balancing-services>
Power Responsive website: <http://powerresponsive.com>

EMR

Electricity Market Reform aims to deliver low carbon energy supplies whilst maintaining security of supply and minimising the cost to the consumer.

EMR introduces two key mechanisms to provide incentives for the investment required in our energy infrastructure, Capacity Market and Contracts for difference.

Website: <https://www.emrdeliverybody.com/sitepages/home.aspx>

Capacity Market Team

Phone: 01926 655300

Email: emr@nationalgrideso.com

Contracts for Difference Team

Phone: 01926 655300

Email: box.emr.cfd@nationalgrideso.com

For escalation: Robert.Smith4@nationalgrideso.com

National Grid Bills

If you currently pay TNUoS or BSUoS bills, and have enquiries related to your own bills, forecast costs or the calculation of the billing methodology please contact us using one of the options below.

BSUoS

Phone: 01926 65 4613

Email: bsuos.queries@nationalgrideso.com

Website:

<https://www.nationalgrideso.com/charging/balancing-services-use-system-bsuos->

For escalation: Nick.Everitt@nationalgrideso.com

TNUoS

Phone: 01926 654633

Email: Tnuos.queries@nationalgrideso.com

Website: <https://www.nationalgrideso.com/charging/transmission-network-use-system-tnuos-charges>

For escalation: Paul.wakeley@nationalgrideso.com

Transmission Charging Methodology Forum (TCMF)

The transmission charging methodologies forum (TCMF) is established under the CUSC. The aim is to provide a forum for regular discussion between us and interested parties on the development of charging methodologies.

All existing or prospective users of the connection and use of system code (CUSC) are eligible to send one representative to forum meetings. In addition, representatives from other industry bodies such as Ofgem are invited.

Email: cusc.team@nationalgrideso.com

The chair is appointed by National Grid and is currently Trisha McAuley, the NGESO rep. is Jon Wisdom who can be contacted at JON.WISDOM@nationalgrideso.com

Charging Futures

Charging arrangements are fundamental to how the electricity market works to meet our energy needs. As we transition to a more decarbonised, decentralised, and digitised energy system, network charging arrangements need to evolve with it.

We'll be supporting industry with this change through the Charging Futures Forum - a place for industry to understand, collaborate, and shape the implementation of significant electricity network charging reform across the whole system.

Email: ChargingFutures@nationalgrideso.com

For escalation: Jodie.Cartwright@nationalgrideso.com

Electricity Connections

We deal with all aspects of contracts for connections to use the National Electricity Transmission System (NETS). We provide industry-related and large connections. We do not supply or bill domestic consumers. If you have an enquiry about a domestic property or a small/medium industrial property (not a power station), please contact your local distribution network operator (DNO).

Email: transmissionconnections@nationalgrideso.com

Website: <https://www.nationalgrideso.com/connections/new-connections>

For escalation: James.Abrahams@nationalgrideso.com

Code Governance

Electricity codes form the framework and rules for operating the British electricity transmission network. Each of the codes focuses on a different area of the industry.

Website: <https://www.nationalgrideso.com/codes>

The Balancing and Settlement Code (BSC) details the rules for wholesale electricity trading in GB. This code is administered by ELEXON.

Website: <https://www.elexon.co.uk/bsc-and-codes/balancing-settlement-code/>

CUSC

General enquiries: cusc.team@nationalgrideso.com

For escalation: Jon.Wisdom@nationalgrideso.com

Grid Code

General enquiries: Grid.code@nationalgrideso.com

For escalation: Robert.Wilson@nationalgrideso.com

Data Uploads to Nationalgrid.com

Real-time demand data and Demand data

Email: Giampaolo.Panizio@nationalgrideso.com

Team: Energy Forecasting

Historic frequency data ->Market Information

Email: Cristian.Ebau@nationalgrideso.com

Team: Performance Review

Historic frequency data ->FFR Post Tender Report

Email: Emily.Campion@nationalgrideso.com

Team: Contracts

Outcome system services -> 'Reactive Energy volumes and data' and 'contracted energy volumes and data'

Email: settlement.queries@nationalgrideso.com

Outcome system services -> 'Fixed price and index-linked'

Email: Rachel.Turner@nationalgrideso.com

Team: Trading

Outcome energy services -> STOR and Frequency Response - FFR

Email: amy.boast@nationalgrideso.com

Team: Structuring & Optimisation

MBSS and Daily balancing costs

Email: Mathew.Hofton@nationalgrideso.com

Team: Performance Review

STOR, Fast Reserve and FFR

Email: amy.boast@nationalgrideso.com

Demand Data / Historic Demand Data and Demand Incentive Forecasts and Wind Incentive Forecasts

Email: Giampaolo.Panizio@nationalgrideso.com

Team: Energy Forecasting

Forecast Volumes and costs -> BSUsS

Email: Mathew.Hofton@nationalgrideso.com

Team: Performance Review

...STILL NOT SURE WHO YOUR QUERY SITS WITH? WANT TO ESCALATE A QUERY? WANT TO MAKE A COMPLAINT?

Contact the System Operator Customer Team:

Email:

SO.ComplaintsandCompliments@nationalgridso.com

ELECTRICITY EMERGENCY? If you spot a potential hazard on or

near an overhead electricity line please call 0800 40 40 90 24 hours a day.

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