Becoming a better buyer – an introduction
to the Single Markets Platform

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Single Markets Platform (SMP) is a key enabler of the decarbonisation of energy markets

Access

- SMP will provide frictionless access to ESO markets for a wide range of diverse participants
- Part of a wider strategy to utilise digital ways of working to make it easier to do business with the ESO

Agility

- SMP will enhance the ESO's ability to enact change much faster, adapt and stand up new markets to meet the needs of the evolving market and operational context

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Programme context

We are running a 16-week Foundational piece of work to ensure we have clarity on strategic direction and have the programme set up for successful delivery.

	Strategic Definition	**Enablement**	**Mobilisation**
Key Objectives	▶ Defining the strategic intent for digital engagement and Single Market Platform ▶ Mapping the user ecosystem and needs including user research ▶ Defining the scope and service descriptions for SMP and associated RIIO-2 use cases ▶ Ensuring internal alignment	▶ Deep dive into user journeys ▶ Mapping internal business impacts ▶ Understanding required technology capabilities ▶ Creating programme delivery approach, high level plan and roadmap ▶ Draft product backlog	▶ Develop transition timeline and roadmap ▶ Regular review cadence to maintain alignment to strategic direction

Progress to date

	Strategic Definition	**Enablement**	**Mobilisation**
Outputs	▶ Programme strategy ▶ User research to highlight user needs and jobs to be done ▶ Service descriptions to highlight programme scope, interactions and dependencies	▶ A release roadmap for the programme delivery ▶ A product backlog for the programme delivery ▶ High level user journeys ▶ Wireframes	▶ Detailed user journeys ▶ Agile approach to delivery seeking regular input from market participants

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User Research

User research

Conversations were held with a range of users with diverse levels of exposure to NGESO services

14 Hrs
of open exploratory User interviews with parties in the User Ecosystem

14 **1-2-1 conversations**
with a range of roles and varied levels of exposure to ESO services
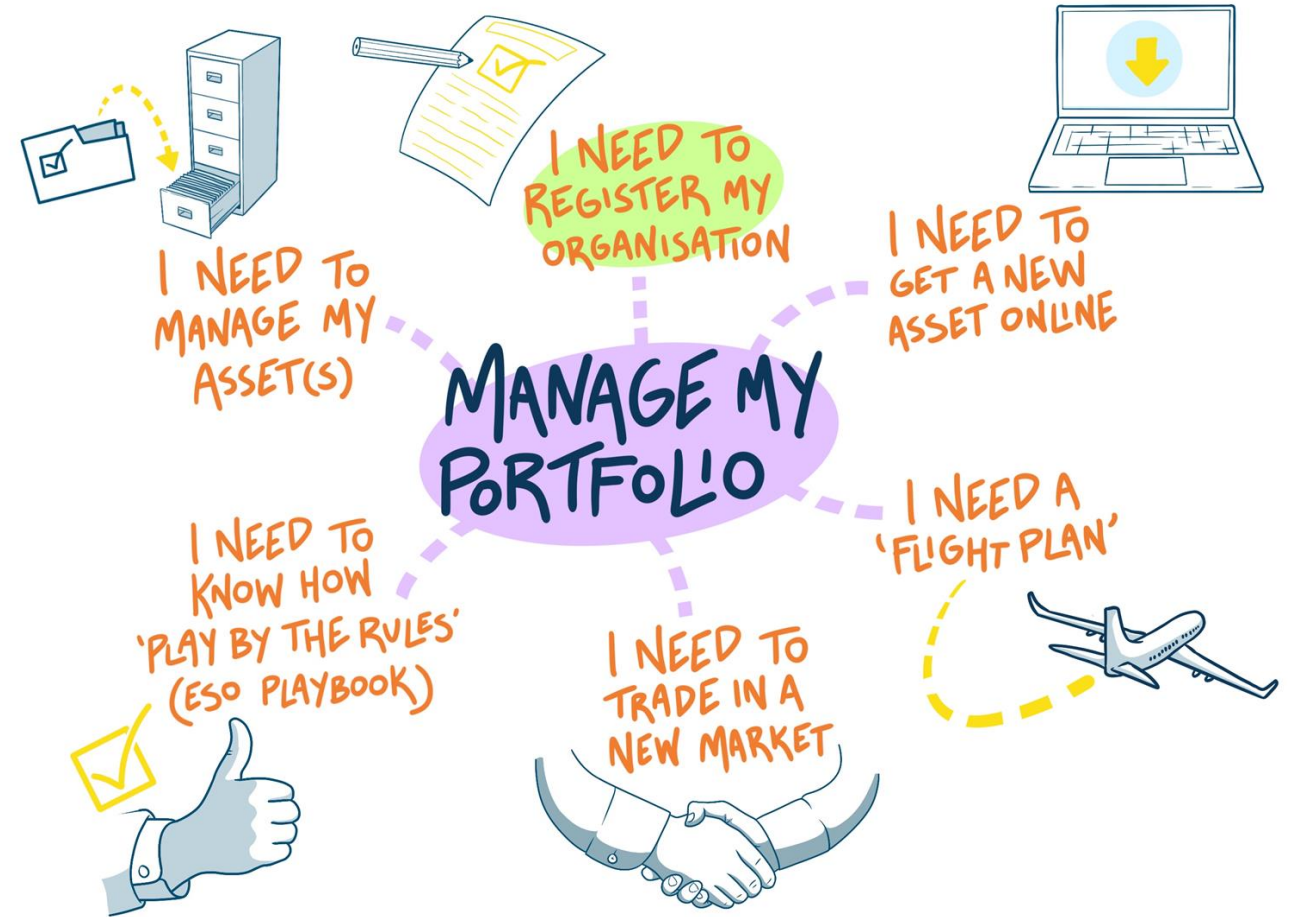
Four themes came out of the User research

- **Manage my portfolio…** of assets

- **Trade and deliver…** to generate return on investment

- **Get paid…** on time and correctly the first time to generate cash flow

- **Operational communications…** in a timely and effective manner

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Manage my portfolio
... of assets

"Joining markets took a long time… did not know what to do"

"I need a 'to do' list that simplifies what needs to be done"

"No repeated information should be needed for bids and tenders [you should know my assets already]"

It needs to be much easier to get set-up for ESO markets

Trade and deliver
... to generate ROI

"Shouldn't have to provide surplus [or repeated] information… other info should be carried through from registration."

"Weekly tender a lot of data… human errors error issue of 'fat fingers'… a robust checking process needed "

"We expect human interaction by exception… we don't expect to have to interact with it, it should be all automatable… [software doing the heavy lifting, humans moving to a supervisory level]"

I NEED TO AUTOMATE TRADING

I NEED TO TRAIN DIRECTLY (W/O BUILDING A TRADING FUNCTION)

I NEED TO TRADE IN THE NEXT WINDOW OF TRADING

I NEED TO OPTIMISE BASED ON NETWORK ACCESS (OUTAGES)

TRADE & DELIVER

I NEED TO OPTIMISE THE YIELD ON MY ASSETS

I NEED TO INFORM MY DECISIONS WITH A RANGE OF INDUSTRY DATA INCL. ESO

I NEED TO KEEP UP WITH THE DAILY BUSINESS OF TRADING

I NEED TO SELF-MANAGE CONTRACTS RECONCILIATION

I need trading to be optimised and automated

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Get paid
... on time and correctly the first time to generate cash flow

"The impact of delays can be big enough for suppliers to go under."

"One place to manage all your auctions for services, within that a list of the auctions you won… and live update of settlements (not monthly as today)."

I NEED TO SEND DATA TO PROVE THAT I'VE DELIVERED ON MY CONTRACTS

I NEED TO RECONCILE MY FINANCIAL POSITION

I NEED TO RESOLVE A DISPUTE

GET PAID (ON TIME, RIGHT FIRST TIME TO GENERATE CASH FLOW)

I NEED TO HAVE MY FINANCIAL QUERIES SOLVED QUICKLY

I NEED TO MONITOR THE PERFORMANCE OF THE AGGREGATORS LOOKING AFTER MY ASSETS

I NEED TO GET PAID

I NEED TO TRACK ROI

I need to understand performance and be paid correctly and on time

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Operational communications
... in a timely and effective manner

"Different passwords, different logins, different emails, different communications, different days of the week…"

"It takes a lot of administration to oversee that."

"I need query tracking and escalation routes to be clear"

I NEED TO KEEP TRACK WITH QUESTIONS AND ISSUES IN-FLIGHT

I NEED TO NOTIFY ESO OF OUTAGES & KNOW ABOUT OUTAGES THAT AFFECT ME

COMMUNICATE ABOUT OpEx ISSUES

I NEED TO KNOW WHO OWNS WHAT PART OF API'S/CODE/ PROCESSES

I NEED TO FIND THE RIGHT ADVICE QUICKLY

I need the right advice at the right time

Feedback

We would like to have your feedback on the user research we have conducted.

- Do you have any specific reflections on these themes?
  - It needs to be much easier to get set-up for ESO markets
  - I need trading to be optimised and automated
  - I need to understand performance and be paid correctly and on time
  - I need the right advice at the right time

Single Markets Platform Scope and Prioritisation

Changing landscape

SMP will not be developed in a bubble. We are conscious of associated developments with associated systems and services within NGESO, as well as the transition to whole system integration across the electricity industry.

Change across ESO offering		Change in balancing services		Changes in the wider landscape

Change across ESO offering

Single Market Platform	Connections
Auction capability	Code digitalisation
Charging and billing	Outage planning
Settlement	EMR
Balancing	Network control
Open data	Data and Analytics Platform

Change in balancing services

Response	Day Ahead
Reserve	Standardised
Reactive	Stacking
Constraints	Location
Restoration	Baselines

Changes in the wider landscape

Local flexibility
DSO trials and live projects

Scope of SMP

SMP is a key enabler within RIIO-2 and interacts with wider ESO programmes and projects. It's scope was discussed as part of RIIO-2.

Single Markets Platform

SMP is a framework that will drive consistency in approach cross a number of different ESO markets:
- Ancillary services
- Electricity Market Reform* – Capacity Market and Contracts for Difference

SMP provides an end-to-end customer journey allowing users to access data and services through the following capabilities:

Market entry	Unit management	Participate	Contract management	Scheduling and Dispatch*	Performance monitoring	Payment
• Company Registration	• Changes to unit registration	• Tender submission	• Contracts status	• Instructions	• Unit reporting	• Settlements*
• Unit Registration	• Changes aggregation configurations	• Auction submission*	• Manage contracts		• Contract reporting	• Charging*
• Qualification						
• Framework agreements						

SMP also interacts with wider programmes and projects.

Data and Analytics Platform*

The DAP is the building block of the ESO's digital capability.

Balancing Programme*

Balancing Programme will transform scheduling and dispatch tools.

* - Integration with related systems development activity

Sequencing – Current direction of travel

We are in the process of developing our initial thinking on which services and capabilities will be transitioned to the foundation SMP. Prioritisation has been based on balancing the ease of implementation with maximum benefits for users.

Approach:

▶ Prioritisation of new ancillary services – to ensure that transition overheads are limited

▶ Prioritisation of foundation capabilities for the new ancillary services – to ensure a successful go-live

Single Markets Platform

SMP Capabilities:

Market entry	Unit management	Participate	Contract management	Scheduling and Dispatch	Performance monitoring	Payment
• Company Registration • Unit Registration • Qualification • Framework agreements	• Changes to unit registration • Changes aggregation configurations	• Tender submission • Auction submission	• Contracts status • Manage contracts	• Instructions	• Unit reporting • Contract reporting	• Settlements • Charging

Feedback

We would like to have your feedback on the direction of travel of SMP capability prioritisation

- What do you agree with about the prioritisation approach proposed and why?

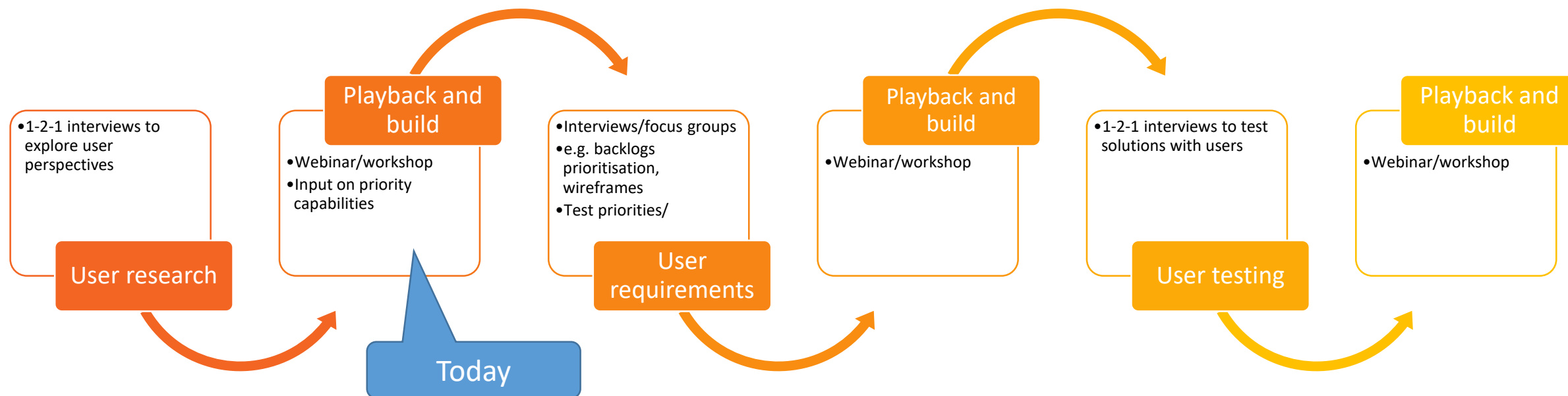- What changes would you make to the prioritisation approach and why?

Where next?

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Agile, customer-centric approach

SMP will be delivered through an incremental iterative approach
- Build on the foundations and learning from day ahead response auction trial including log-in, provider information automatic loading and bid submission via platform
- Work with end users to identify priority capabilities and functionality for development

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