



National Grid ESO  
Markets  
Organisational structure

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# Markets leadership team

National Grid ESO balances Great Britain's electricity system using a mix of power generation to ensure that, whatever the mix, electricity is always there when it's needed.

Our mission is to enable the transformation to a sustainable energy system and ensure the delivery of reliable affordable energy for all consumers.

Markets delivers critical business activities to enable market participants to participate in real-time markets meeting the needs of our customers both today and in the future to deliver consumer value as the GB electricity system decarbonizes.

Markets works strategically to anticipate and influence future change. We develop new products, systems and industry codes to ensure the ESO can operate the system securely, maintaining security of supply to deliver the best outcome for both consumers and ESO incentive performance.

Markets have a mandate from Government to deliver EMR obligations through the role of EMR Delivery Body. This includes both the Capacity Market and Contracts for Difference for which we are trusted to provide expertise to support Government decision-making.

There are over 200 ESO colleagues who work in Markets and we understand that it can be difficult for some of our customers to identify the right people to contact, which can be frustrating. In recognition of this, we have produced a presentation that sets out the organisational structure of the Markets team, with contact details for all senior managers and managers. We hope that this is helpful.



**Kayte O'Neill**  
**Head of Markets**

[kayte.oneill@nationalgrideso.com](mailto:kayte.oneill@nationalgrideso.com)  
+44 (0) 7769 643 146



**David Wildash**  
**Market Services Senior Manager**

[David.Wildash@nationalgrideso.com](mailto:David.Wildash@nationalgrideso.com)  
+44 (0) 7771 974 218



**Amy Weltevreden**  
**Market Requirements Senior Manager**

[amy.weltevreden@nationalgrideso.com](mailto:amy.weltevreden@nationalgrideso.com)  
+44 (0) 7973 606 061



**Cian McLeavey-Reville**  
**Markets Development Senior Manager**

[Cian.mcleavey-reville@nationalgrideso.com](mailto:Cian.mcleavey-reville@nationalgrideso.com)  
+44 (0) 7779 980 254



**Andy Ford**  
**EMR Delivery Body Senior Manager**

[Andrew.j.ford@nationalgrideso.com](mailto:Andrew.j.ford@nationalgrideso.com)  
+44 (0) 7794 366 223



**Kyle Martin**  
**Market Change Delivery Senior Manager**

[kyle.martin1@nationalgrideso.com](mailto:kyle.martin1@nationalgrideso.com)  
+44 (0) 7966 806 750



**Andy Dobbie**  
**EMR Modelling Senior Manager**

[Andrew.Dobbie2@nationalgrideso.com](mailto:Andrew.Dobbie2@nationalgrideso.com)  
+44 (0) 7966 551 760



**Jon Wisdom**  
**Code Change Delivery Senior Manager**

[Jon.Wisdom@nationalgrideso.com](mailto:Jon.Wisdom@nationalgrideso.com)  
+44 (0) 7929 375 010



# Market Services

The Market Services team leads on the provision of functions that support the wider electricity industry. This includes the procurement of balancing services for utilisation within the control room and the financial settlement for these services.

Our team provides the Code secretariate function administering the Connection and Use of System Code (CUSC), Grid Code, System Operator Transmission Owner Code (STC) and Security and Quality of Supply Standard (SQSS), as well as running our Charging Futures Forum.

We also undertake tariff setting activities and recovers network charges (Transmission Network Use of System (TNUoS), Balancing Services Use of System (BSUoS), Assistance for areas with high electricity distribution costs (AAHEDC) and Connections Charges) on behalf of the industry.

The best way to contact us is through our team email addresses provided below, which are monitored regularly. Alternatively, we have also provided contact details for some members of the team.

Ancillary Services queries: [settlement.queries@nationalgrideso.com](mailto:settlement.queries@nationalgrideso.com)

BSUoS queries: [BSUoS.queries@nationalgrideso.com](mailto:BSUoS.queries@nationalgrideso.com)

Charging Futures: [ChargingFutures@nationalgrideso.com](mailto:ChargingFutures@nationalgrideso.com)

Connection charging queries:  
[transmissionconnectioncharging@nationalgrideso.com](mailto:transmissionconnectioncharging@nationalgrideso.com)

CUSC queries: [cusc.team@nationalgrideso.com](mailto:cusc.team@nationalgrideso.com)

Grid Code queries: [Grid.Code@nationalgrideso.com](mailto:Grid.Code@nationalgrideso.com)

SQSS queries: [box.SQSS@nationalgrideso.com](mailto:box.SQSS@nationalgrideso.com)

STC queries: [STCTeam@nationalgrideso.com](mailto:STCTeam@nationalgrideso.com)

TNUoS and AAHEDC queries: [TNUoS.queries@nationalgrideso.com](mailto:TNUoS.queries@nationalgrideso.com)

Trades queries: [commodities@nationalgrideso.com](mailto:commodities@nationalgrideso.com)

General queries: [Commercial.Operation@nationalgrideso.com](mailto:Commercial.Operation@nationalgrideso.com)



**David Wildash**  
**Market Services Senior Manager**

Leads the Market Services team

[David.Wildash@nationalgrideso.com](mailto:David.Wildash@nationalgrideso.com)  
+44 (0) 7771 974 218



**Nina Bhogal**  
**Systems Manager**

Leads on the system replacement projects for Market Services

[Nina.Bhogal@nationalgrideso.com](mailto:Nina.Bhogal@nationalgrideso.com)  
+44 (0) 7977 583 097



**Nick George**  
**Revenue Manager**

Responsible for collection of all the electricity transmission network charges in the UK incl. TNUoS, BSUoS, AAHEDC and Connections charges.

[Nick.george@nationalgrideso.com](mailto:Nick.george@nationalgrideso.com)  
+44 (0) 7973 915 455



**Nick Everitt**  
**Revenue Manager**

Responsible for collection of all the electricity transmission network charges in the UK incl. TNUoS, BSUoS, AAHEDC and Connections charges.

[Nick.Everitt@nationalgrideso.com](mailto:Nick.Everitt@nationalgrideso.com)  
+44 (0) 7866 982 328



**Rob Marshall**  
**Contracts Manager**

Responsible for procuring balancing services in an economic, efficient and transparent manner, and for the provision of account management to our service providers

[Rob.Marshall@nationalgrideso.com](mailto:Rob.Marshall@nationalgrideso.com)  
+44 (0) 7824 518 958



**Kirsten Shilling**  
**Industry Code Governance Manager**

Responsible for the ESO Code Administrator, that administers the CUSC, Grid Code, SQSS and STC

[Kirsten.Shilling@nationalgrideso.com](mailto:Kirsten.Shilling@nationalgrideso.com)  
+44 (0) 7866 197 576



**Sotiria Kordi**  
**Settlements Manager**

Responsible for the monthly settlement of Ancillary Services that the ESO procures and for settling the trades that the ESO undertakes.

[Sotiria.Kordi@nationalgrideso.com](mailto:Sotiria.Kordi@nationalgrideso.com)  
+44 (0) 7970 766 612

# Markets Development

The Markets Development team is responsible for analysing the ongoing suitability of current Great Britain, ESO and cross-border electricity markets in the context of operating a net-zero system.

We are also responsible for producing the Markets Roadmap that sets out our market design objectives, principles and transformational process to reform balancing service markets.

We work closely with our stakeholders to understand how best to develop those markets and frameworks as the energy landscape evolves.



**Cian McLeavey-Reville**  
**Markets Development Senior Manager**

Leads the Markets Development team

[Cian.mcleavey-reville@nationalgrideso.com](mailto:Cian.mcleavey-reville@nationalgrideso.com)  
+44 (0) 7779 980 254



**Amir Alikhanzadeh**  
**Electricity Market Development Manager**

Responsible for developing future ESO electricity markets roadmap between status markets and wider strategic visions in line with ESO's market development principles.

[AmirHessam.Alikhanzadeh@nationalgrideso.com](mailto:AmirHessam.Alikhanzadeh@nationalgrideso.com)  
+44 (0) 7929 736 228



**Shona Watt**  
**Market Strategy Manager**

Responsible for developing ESO recommendations on holistic long-term (2030-2050) market design to facilitate net-zero, initially via the [Net Zero Market Reform](#) project.

[Shona.watt@nationalgrideso.com](mailto:Shona.watt@nationalgrideso.com)  
+44 (0) 7855 174 359



**Tom Ireland**  
**Cross Border and EU Manager**

Developing ESO's cross border strategy and managing the ESO forward from the UK's EU-Exit.

[Thomas.Ireland@nationalgrideso.com](mailto:Thomas.Ireland@nationalgrideso.com)  
+44 (0) 7766 698 314

# Market Change Delivery

The Market Change Delivery (MCD) team is responsible for developing and delivering the range of new products and services that will allow the Electricity System Operator (ESO) to operate a net zero power system with a wide range of diverse market participants.

This includes ancillary service reform where we are delivering new response and reserve products, pathfinder projects aimed at finding innovative new ways to operate the electricity system and new platforms to facilitate industries engagement with the ESO.



**Yuting Dai**  
Ancillary Services Implementation Manager

Leading the ESOs work on potential solutions to reform the reactive power services to address the challenges we are facing for system voltage control. Yuting is also responsible for the implementation of the stability Phase one pathfinder project.

[yuting.dai@nationalgrideso.com](mailto:yuting.dai@nationalgrideso.com)  
+44 (0) 7971 537 826



**Joseph Donohoe**  
Digital Engagement Platform Project Manager

Leading the ESOs work to deliver the Digital Engagement Platform that will enable a single point of access for all ESO data and services.

[joseph.donohoe@nationalgrideso.com](mailto:joseph.donohoe@nationalgrideso.com)  
+44 (0) 7811 975 364



**Mili Gupta**  
Product Delivery Manager

Product delivery manager for the ESOs work on the Single Markets Platform that will facilitate access to the ESO markets for a wide range of diverse market participants.

[mili.gupta@nationalgrideso.com](mailto:mili.gupta@nationalgrideso.com)  
+44 (0) 7827 282 001



**Kyle Martin**  
Market Change Delivery Senior Manager

Leads the Market Change Delivery team

[kyle.martin1@nationalgrideso.com](mailto:kyle.martin1@nationalgrideso.com)  
+44 (0) 7966 806 750



**Richard Hanson**  
Flexibility Service Development Manager

Leading the ESOs Enduring Auction Capability project which will improve the procurement of ancillary services. Rich is also responsible for delivering the commercial element of voltage, stability and constraint management pathfinder projects.

[richard.hanson2@nationalgrideso.com](mailto:richard.hanson2@nationalgrideso.com)  
+44 (0) 7917 503 317



**David Preston**  
Product Manager – Single Markets Platform

Product manager for the ESOs work on the Single Markets Platform that will facilitate access to the ESO markets for a wide range of diverse market participants.

[david.a.preston@nationalgrideso.com](mailto:david.a.preston@nationalgrideso.com)  
+44 (0) 7768 712 356



**Faye Relton**  
Ancillary Services Development Manager

Leading the ESOs response reform work including the Dynamic Containment, Dynamic Moderation and Dynamic Regulation products.

[faye.relton@nationalgrideso.com](mailto:faye.relton@nationalgrideso.com)  
+44 (0) 7870 879 430



**Adam Sims**  
Power Responsive Manager

Leading the ESOs reserve reform work including the quick and slow reserve products. Adam also looks after the Power Responsive programme and the Local Constraint Market.

[adam.sims@nationalgrideso.com](mailto:adam.sims@nationalgrideso.com)  
+44 (0) 7825 434 704

# Code Change Delivery

The Code Change Delivery team work across the GB technical and commercial codes, charging arrangements, and cross-border frameworks to ensure that these evolve and transform to enable efficient markets and optimal consumer benefit on the journey to a zero carbon electricity system.

The team has a critical role to play supporting our market development, design and delivery activities.

We work closely with our customers and stakeholders through the open governance process for industry codes as well as various industry work groups and governance functions.



**Jenny Doherty**  
**Commercial Codes Manager**

You can contact me about network charging arrangements, CUSC, Balancing and Settlement Code (BSC) and C16 statement changes.

[Jennifer.Doherty@nationalgrideso.com](mailto:Jennifer.Doherty@nationalgrideso.com)  
+44 (0) 7771 938 569



**Laetitia Wamala**  
**Technical Codes Manager**

You can contact me about the Digitalised Whole System Technical Code Project.

[Laetitia.Wamala@nationalgrideso.com](mailto:Laetitia.Wamala@nationalgrideso.com)  
+44 (0) 7971 496 220



**Rob Wilson**  
**Technical Codes Manager**

You can contact me about technical code matters including Grid Code, STC and the SQSS.

[Robert.Wilson2@nationalgrideso.com](mailto:Robert.Wilson2@nationalgrideso.com)  
+44 (0) 7799 656 402



**Claire Huxley**  
**European Industry Frameworks Manager**

You can contact me about developing and implementing post Brexit regulation now retained GB law such as the Clean Energy Package and previous EU network codes.

[Claire.Huxley@nationalgrideso.com](mailto:Claire.Huxley@nationalgrideso.com)  
+44 (0) 7971 672 772



**Jamie Webb**  
**European Industry Frameworks Manager**

You can contact me about developing and implementing our future relationship with Europe via the Trade and Co-operation Agreement.

[Jamie.Webb@nationalgrideso.com](mailto:Jamie.Webb@nationalgrideso.com)  
+44 (0) 7768 537 317



**Jon Wisdom**  
**Code Change Delivery Senior Manager**

Leads the Code Change Delivery team

[Jon.Wisdom@nationalgrideso.com](mailto:Jon.Wisdom@nationalgrideso.com)  
+44 (0) 7929 375 010

# Market Requirements

The Market Requirements team lead across National Control, Markets and Networks in developing the ESO's operational strategy for within season and season ahead.

We ensure delivery of mitigations to manage any emerging system risks to make sure the ESO's control room has the tools in place to balance the national supply and demand of electricity second by second, as efficiently and cost effectively as possible.

We play a critical role in supporting our market development, design and delivery activities, working closely with the ESO's Networks and National Control teams in support of our ESO ambitions to enable zero carbon system operation and competition everywhere.

The Market Requirements team create models and conduct complex risk analysis with a core focus on generation supply, demands and margin, frequency risks and controls and assessment of electricity balancing services. This results in insights to inform and support high quality engagement with stakeholders at all levels across government, regulator and industry.

The best way to contact us is through the Market Services team who will ensure your query is directed to the expert best placed to provide a response.



**Amy Weltevreden**  
**Market Requirements Senior Manager**

Leads the Market Requirements team

[amy.weltevreden@nationalgrideso.com](mailto:amy.weltevreden@nationalgrideso.com)

+44 (0) 7973 606 061



# EMR Delivery Body

Electricity Market Reform (EMR) 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.

The Capacity Market (CM) is one of the key policies of the EMR programme. The CM aims to ensure the future security of our electricity supply at the lowest cost to consumers by providing a regular retainer payment to reliable forms of capacity, in return for such capacity being available when the system is tight.

Contracts for Difference (CfD) is one of the key mechanisms implemented by the UK Government as part of EMR to provide long-term price stabilisation to low carbon plant, allowing investment to come forward at a lower cost of capital and therefore at a lower cost to consumers. It has a critical role to play supporting our market development, design and delivery activities.

We work closely with external customers and stakeholders through the open governance process for industry codes as well as various industry work groups and governance functions.

The best way to contact the team is via the team email addresses, which are monitored regularly. Alternatively, we have also provided contact details for some members of the team.

Capacity Market Agreement Management: [emr@nationalgrideso.com](mailto:emr@nationalgrideso.com)

Capacity Market Prequalification & Disputes: [box.emr.prequal@nationalgrideso.com](mailto:box.emr.prequal@nationalgrideso.com)

Contracts for Difference: [box.emr.cfd@nationalgrideso.com](mailto:box.emr.cfd@nationalgrideso.com)



**Andy Ford**  
**EMR Delivery Body Senior Manager**

Leads the EMR Delivery Body team

[Andrew.j.ford@nationalgrideso.com](mailto:Andrew.j.ford@nationalgrideso.com)  
+44 (0) 7794 366 223



**Laura Brock**  
**Contracts for Difference Manager**

You can contact me about delivery of the CFD allocation rounds

[Laura.m.brock@nationalgrideso.com](mailto:Laura.m.brock@nationalgrideso.com)  
+44 (0) 7827 981 631



**Stefan Preuss**  
**EMR Strategy and Policy Manager**

You can contact me about CM and CFD rules and regulations

[Stefan.preuss@nationalgrideso.com](mailto:Stefan.preuss@nationalgrideso.com)  
+44 (0) 7920 261 040



**Gurbeer Mann**  
**EMR IT Delivery Manager**

You can contact me about development of the current and future EMR IT portal.

[Gurbeer.mann@nationalgrideso.com](mailto:Gurbeer.mann@nationalgrideso.com)  
+44 (0) 7771 912 316



**Bec Thornton**  
**Capacity Market Auctions Manager**

You can contact me about all elements of the CM auctions

[Bec.thornton@nationalgrideso.com](mailto:Bec.thornton@nationalgrideso.com)  
+44 (0) 7887 822 443



**Stacey McLanaghan**  
**Capacity Market Prequalification & Disputes Manager**

You can contact me about all elements of the CM prequalification process.

[Stacey.mclanaghan2@nationalgrideso.com](mailto:Stacey.mclanaghan2@nationalgrideso.com)  
+44 (0) 7766 778 642



**Caroline Wright**  
**Capacity Market Agreement Management Manager**

You can contact me about CM agreements and milestones

[Caroline.wright@nationalgrideso.com](mailto:Caroline.wright@nationalgrideso.com)  
+44 (0) 7970 498 249



# EMR Modelling

The EMR Modelling team provides modelling expertise to inform recommendations to Government on system adequacy.

Generally, this covers a time horizon of 1 – 5 years ahead. This includes recommendations on capacity market auction parameters including the target capacity and technology de-rating factors. We also provide modelling expertise to support the Winter Outlook Report.

The best way to contact us is via the team email address which is monitored regularly. Alternatively, we have also provided contact details for some members of the team.

EMR modelling queries: [emrmodelling@nationalgrideso.com](mailto:emrmodelling@nationalgrideso.com)



**Andy Dobbie**  
**EMR Modelling Senior Manager**

Leads the EMR Modelling team – you can contact me on any matters relating to system adequacy, including the Electricity Capacity Report

[Andrew.Dobbie2@nationalgrideso.com](mailto:Andrew.Dobbie2@nationalgrideso.com)  
+44 (0) 7966 551 760



**Gareth Lloyd**  
**EMR Analytical Manager**

You can contact me on matters relating to the capacity market target capacity and technology de-rating factors for generation and storage

[Gareth.D.Lloyd@nationalgrideso.com](mailto:Gareth.D.Lloyd@nationalgrideso.com)  
+44 (0) 7816 459 611