

Service Level Agreement (SLA) for Flexibility Services

UK Power Networks (Operations) Limited

Version History

| Version | Date | Description | Prepared by | Reviewed by |
|----------------|-------------|--------------------|-----------------------|-----------------------|
| 1.0 | 16-09-2019 | Draft Version | Evangelos Karagiannis | Sotiris Georgiopoulos |
| 1.1 | 25-09-2019 | Final Version | Evangelos Karagiannis | Neil Madgwick |

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1. Introduction

Flexibility is a rapidly emerging new market for generators, including renewables, to sell services to electricity networks. It saves customers money by using Distributed Energy Resources (DERs) to offer additional capacity on the network at peak times instead of the traditional method of building new infrastructure.

In the [Future Smart](#) strategy, UK Power Networks described how as a DSO it will increasingly use flexibility from DER to deliver more energy with less network infrastructure, thus helping to keep costs down for customers. The [Flexibility Roadmap](#), published in 2018 communicates UK Power Networks' future flexibility needs to the market, allowing potential providers to assess the commercial opportunity, and to encourage them to participate in upcoming procurements for flexibility.

UK Power Networks have also undertaken extensive engagement to publicise and encourage provider participation in this new marketplace, from the Flexibility Roadmap launch event to webinars and workshops with established and fledgling providers to prepare them for the competition.

During the 2018/19 flexibility tender, UK Power Networks tendered for 28 flexibility zones and the total capacity requirement was 94.8MW. Across the 28 locations, the total funding pot was £12m, and it was published as a way to help flexibility providers understand the potential revenue opportunity.

As a result, UK Power Networks successfully contracted a total of 18.1MW of power from four companies across seven different locations to install or recruit new flexible capacity with a total value of more than £450,000. The technologies involved are a mix of energy storage, demand side response, renewable energy and other generators. Specifically, UK Power Networks contracted with almost one hundred assets, with batteries and DSR comprising 56% of the total capacity.

2. Scope

This document represents a Service Level Agreement (SLA) between UK Power Networks and Flexibility Providers for the provisioning of responses to enquiries raised through the Flexibility Services mailbox (flexibility@ukpowernetworks.co.uk).

This SLA remains valid until superseded, and it should be regularly reviewed to accommodate the ever-increasing need for flexibility; in lieu of a review, the current SLA will remain in effect.

The scope of the SLA is to ensure a standard level of service for the Flexibility Providers, and outline the proper elements that will be in place to provide consistent service support and delivery by UK Power Networks.

3. Service Level Agreement

This SLA is structured around the below principles:

- The SLA for Flexibility Services covers only any communication taking place via the Flexibility Services mailbox (flexibility@ukpowernetworks.co.uk);
- Flexibility Providers should be available within reason when UK Power Networks is requested to resolve an incident or respond to a query;
- UK Power Networks is committed to meet the response times associated with SLA-related incidents or queries, and it will use reasonable endeavours to notify the relevant Flexibility Providers regularly along the way;
- Flexibility Services mailbox (flexibility@ukpowernetworks.co.uk) will be monitored from 9am to 5pm Monday to Friday. Emails received outside of office hours will be collected and assigned for response the next working day.

4. Service Level Agreement Parameters

The services covered under this SLA, and the response times associated with them can be found below:

| Service | Response Time |
|---|---------------------------------------|
| General enquiry | 3-5 working days for basic enquiries* |
| Enquiry on an ongoing Flexibility Tender | 3-5 working days for basic enquiries* |
| Incident relating to the Registration, Prequalification, Competition of an ongoing Flexibility Tender | 2-3 working days* |
| Enquiry on a future Flexibility Tender | 1-2 weeks |
| Advanced/Technical enquiry | 2-3 weeks |

All enquiries submitted will be acknowledged via an automated response email.

*Enquiries that need input from other UK Power Networks' teams (e.g. Connections, Legal, etc.), or require thorough and in-depth analysis cannot be considered as basic enquiries, and will be treated as Advanced/Technical enquiries.