

30 April 2020

Dear Colleague

I hope you are well in these challenging times. As the Electricity System Operator (ESO), we are committed to communicating regularly with our industry stakeholders and to working in partnership to manage the effects of the pandemic. We want to reassure you, and all our colleagues across the industry, that we have well developed procedures in place for situations such as these and do not expect any issues with continuing to reliably supply electricity.

Restrictions associated with COVID-19 are likely to present lower demand periods for longer durations this summer than we have seen in the past. To help manage these changing system conditions we will be implementing an Optional Downward Flexibility Management (ODFM) Service across the summer period. We thank the providers who have already responded to our industry letter published on 15 April 2020 following the topics covered in our weekly COVID-19 webinars.

Earlier this week, NGENSO published the draft documentation to outline our service terms for ODFM. Today we publish the final terms of our service which can be found via the link below. The service is planned to go live at 23:00 Friday 8 May 2020 and remain in place for the summer periods.

- Service Terms
- General Terms & Conditions
- Glossary of terms
- Guidance Document

<https://data.nationalgrideso.com/plans-reports-analysis/covid-19-preparedness-materials>

As I mentioned above, we have much experience of managing periods of low demand and will draw on this experience and knowledge over the coming months. If providers have flexible volume that could be available to participate in the service, we welcome parties to speak to their Account Manager or contact [commercial.operation@nationalgrideso.com](mailto:commercial.operation@nationalgrideso.com)

Thanks again for your continued support.

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National Grid Electricity System Operator