

Abbreviation	Definition
Availability Rate	This defines the maximum number of hours that we may seek flexible services from the provider
Availability Window	This defines the likely time periods when we expect to seek flexible services support from the provider
Distributed Energy Resource (DER)	Resources like generators, consumers, and electricity storage connected to the distribution network
Distribution network operator (DNO)	The owner and operator of a distribution network licensed by the Gas and Electricity Markets Authority
Feeding area	The geographic area that is supplied electricity by the cables and/or overhead lines connected to the local substation
Flexible Services	The provision of a change in import and/or export when instructed. This is also sometimes referred to as demand side response
Flexible Resource	Resources like generators, consumers, and Electricity Storage connected to the distribution network.
Flexible Service supplier	The company providing the Flexible Service
High voltage (HV)	The voltages of 6.6kV or 11kV in Electricity North West's distribution network
Low voltage (LV)	The voltages of 400V / 230V in Electricity North West's distribution network
Utilisation Rate	This defines the maximum number of hours that we expect to seek flexible services from the provider