



Flexible service product definitions

April 2020

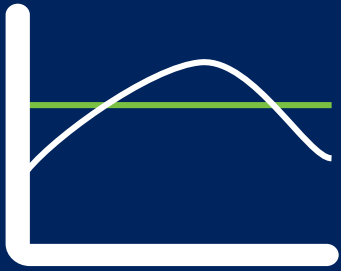
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Provide a scheduled response to prevent network constraints



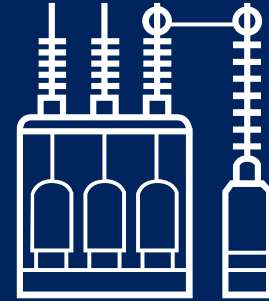
Using our demand and generation forecasts we will identify times in which demand is likely to exceed capacity



We will then specify – in advance - a schedule in which we require flexible services



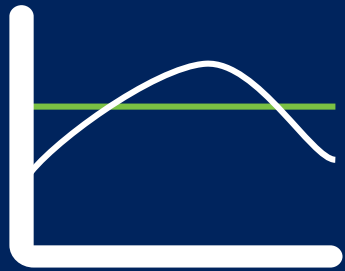
Each day during the specified time period a DER will provide Flexible Services



This supports the network in providing additional capacity and capability



Provide a scheduled response to manage network loading



Using our demand and generation forecasts we will identify times in which demand is likely to exceed capacity



We will ask a DER to be readily **available** to provide flexible services during these times



DERs will then need to provide flexible services only on days where demand is forecast to exceed capacity, in line with a schedule



This will help to manage the load on the networks and **prevent** exceeding it's capabilities



Help us to keep the power flowing during an unplanned network event



Using our demand and generation forecasts we will identify times in which demand is likely to exceed capacity



We will ask a DER to be readily **available** to provide flexible services during these times



Following a network fault, the DER will be required to provide flexible services



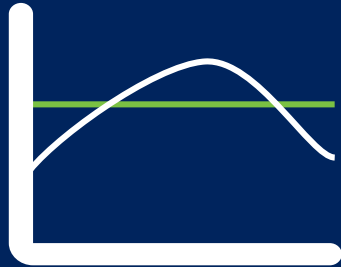
This will allow the load to remain within the rating of the assets, avoiding loss of supply for customers



RESTORE



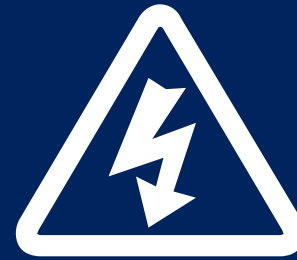
Help us to get the lights back on following an unplanned network event



Using our demand and generation forecasts we will identify times in which demand is likely to exceed capacity



We will ask a DER to be readily **available** to provide flexible services during these times



Following a loss of supply due to a network fault, the DER will be required to provide flexible services



This will help us to restore the supplies to more of our customers at a quicker rate