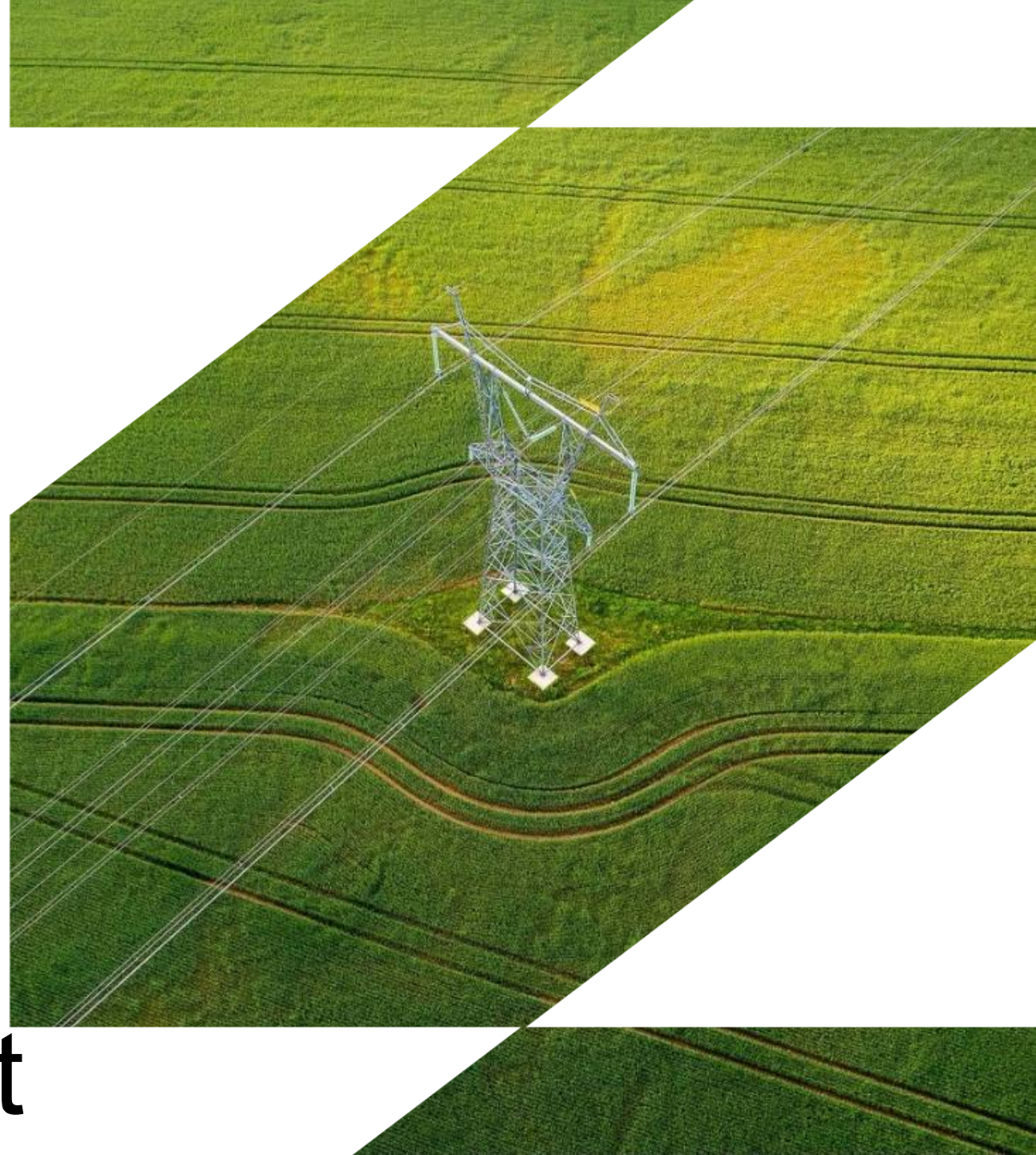


7 May 2026

# 2026/27 Pre- Delivery Year Event



# Welcome

Let's cover some housekeeping updates:

1

**Health & Safety**

2

**Agenda**

3

**Presenters**



**We'll be taking photographs & recordings during the event. If you'd prefer not to be included, please let us know.**

# Health & Safety

## In case of an emergency

An alarm will sound to alert you. The alarm is tested for fifteen seconds every Wednesday at 9.20am.

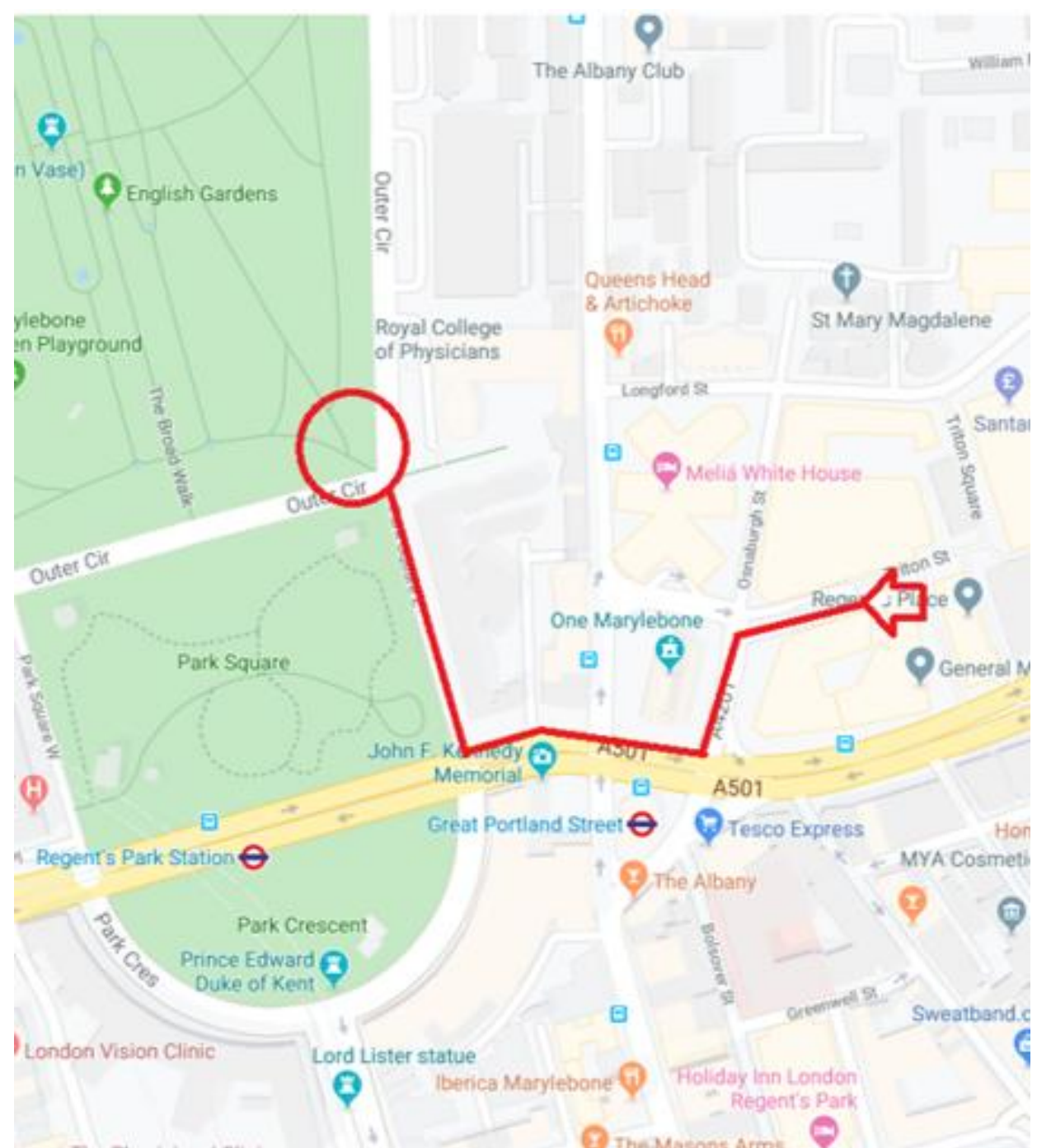
### Evacuating 350 Euston Road

- If you discover a fire, operate one of
- the fire alarms next to the four emergency exits.
- Please do not tackle a fire yourself.
- If you heard the alarm, please leave the building immediately.
- Evacuate by the nearest signposted fire exit and walk to assembly point.
- Please remain with a member of Elexon staff and await further instruction from a fire warden.
- For visitors unable to use stairs, a fire warden will guide you to a refuge point and let the fire brigade know where you are.

### When evacuating please remember

- Do not use the lifts.
- Do not re-enter the building until
- The all clear has been given by the fire warden or ground floor security.

Our team on reception is here to help you, if you have any questions, please do ask them.



# What we'll cover today...



1

**Pre-Delivery Year Activities**  
Key activities and deadlines to be aware of & after Delivery Year start.

2

**Capacity Market Advisory Group**  
What CMAG are working on & how it will impact you.

3

**Panels**  
Focusing on current operational challenges, future changes & their impacts.

4

**Grid Beyond Presentation**  
Hear about another Capacity Providers experience within the scheme.

5

**Flexibility & FMAR**  
What is flexibility and how are Elexon enabling this.

# Today's Presenters



Patrick Bibby  
Senior Head of Operations



Bir Virk  
Lead Scheme Operations  
Manager



Craig Parker  
Metering Operations  
Manager



Hamza Khokhar  
Metering Analyst



Kyle Barnard  
Settlement Operations  
Analyst



Molly McQuade  
Communication and Digital  
Manager

# Today's Presenters



Matthew Woolliscroft  
Capacity Market Design  
Adviser



Chris Arnold  
Capacity Market Design  
Adviser



Hannah Pargeter  
Customer Experience &  
Stakeholder Manager



Chris Jansson  
Market Strategy and Risk  
Manager



Jamie Stephens  
Senior EMR Analyst



Selwyn Smith  
EMR Analyst

# Today's Presenters



Emily Smith  
Market Design Flexibility  
Adviser



Kat Gay  
EMRS Head of Delivery

An abstract graphic on the left side of the slide, composed of numerous parallel, curved black lines that sweep across the frame from the bottom left towards the top right, creating a sense of motion and depth against the green background.

ESC Introduction

**George Pitt**

CFO

# Roles and Responsibilities



Electricity Market Reform  
Delivery Body

## NESO EMR Delivery Body

Produce an Annual Capacity Report to advise on capacity requirements.

Operate the running of the Prequalification, Capacity Auctions, and the Capacity Market Register.

Manage each Delivery Year through Agreement Management



**Electricity  
Settlements  
Company**

## Electricity Settlements Company

Oversee the delivery of Capacity Providers receiving capacity payments, funded by collecting the Capacity Market Supplier Charge.

Includes, Credit Cover, undertake Meter Assurance, collect penalty fees for under-delivery and disburse payments for over-delivery as part of the settlement process.

Monitor CM Delivery Assurance & drive strategic settlement improvements



**EMR  
Settlement**

## EMR Settlement (EMRS)

Calculate payments and issue credit notes and invoices. Monitor and maintain valid Credit Cover is held.

Manage Metering activities and process the receipt of metered data.

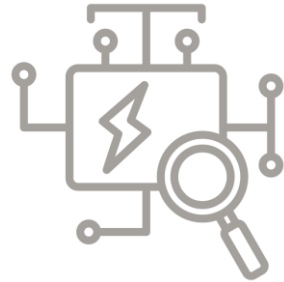
Manage metering & settlement agreement management processes/activities

If a Stress Event occurred, publish Capacity Volume Register, facilitate Volume Reallocation and issue Penalties or Over Delivery payments.

# Pre-Delivery Year Settlement Body Key Activities



**Registration**



**Metering  
Assessment &  
Metering Test  
Certification**



**Metering Setup**  
Metering Configuration  
Metered Data Flows



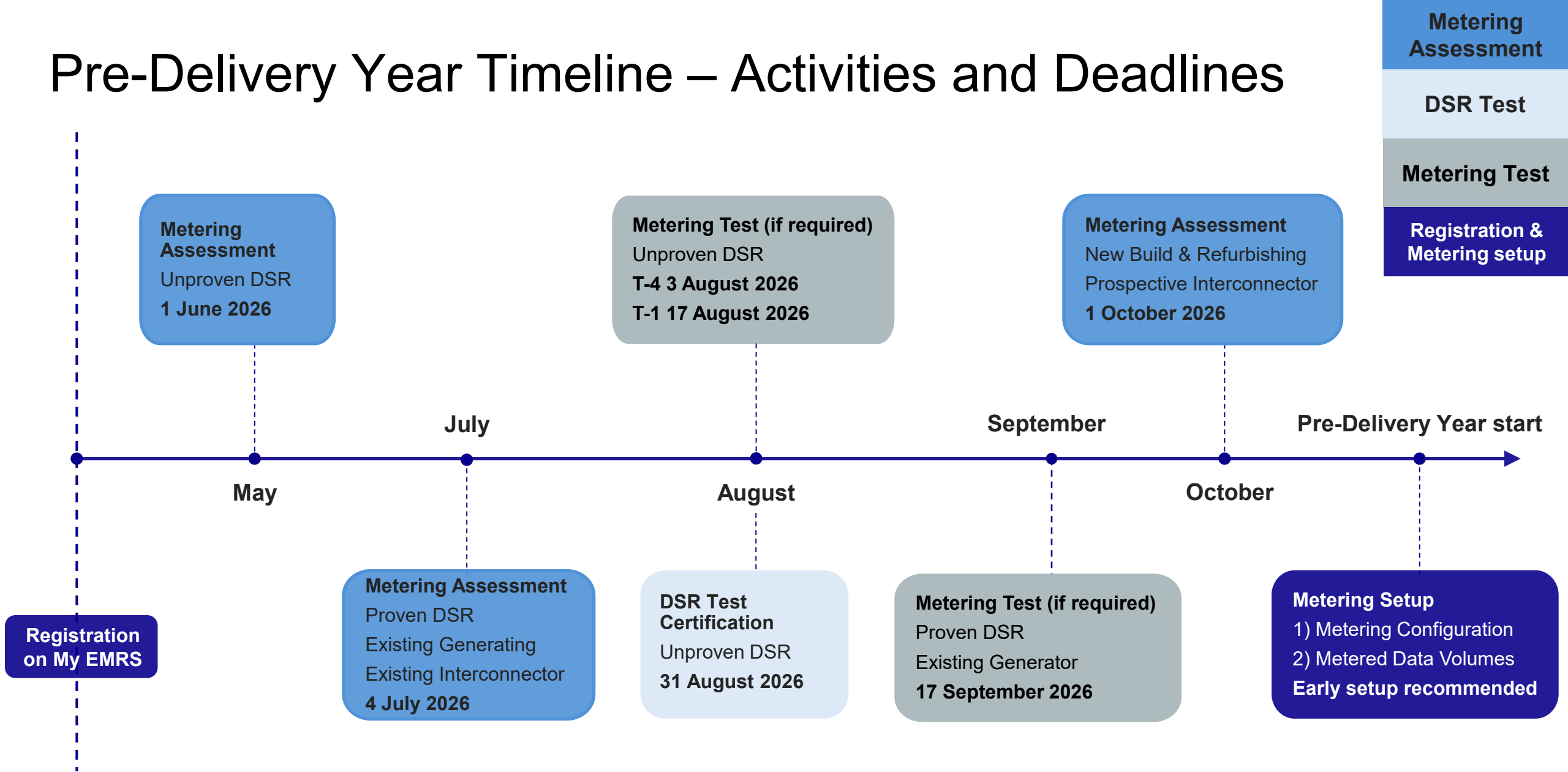
**DSR Test Certification**

**Accurate CMU data setup is critical to ensure no impact to Capacity Payments, effective in-Delivery Year performance & the ability to settle in a Stress Event**

# Pre-Delivery Year timeline

Bir Virk

# Pre-Delivery Year Timeline – Activities and Deadlines



# Registration in My EMRS

Hamza Khokhar

# New Registration within My EMRS

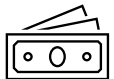


Registering with EMRS is required prior to the start of Delivery Year your agreement is awarded, to enable Capacity Payments to be made to you.



You will need to complete the following registration details within My EMRS:

- Registration User
- Company Details
- Settlement Information
- Primary Bank Account
- Credit Cover Return Account
- Contact Details



Failure to complete the registration process may result in Capacity Payments not being made on time.



The process steps are illustrated within [WP22 – Applicant and Capacity Provider Registration](#).

# Authorised Contacts Requirements

With new registrations, we require **one Primary Party** authority, and **two Finance Authorities** as a minimum. The Primary Party authority must be listed as a Director on Company's house.

- When the account is being registered, either a Finance Authority or the Primary Party Authority must review and approve all the details entered by the Registration User.
- After this initial approval, an EMRS Operator will contact the remaining authority (i.e., the authority who did not approve the initial registration) to independently verify the bank account details.
- The account will only be approved once this verification step has been successfully completed. Capacity Payments will not be issued until this is done.

# Amending details

Amendments to My EMRS account details can be done at any time across the Delivery year.

It is the responsibility of the Capacity Provider to maintain their Party Details to ensure the company information, bank information and contact information for Authorised Persons are up-to-date to support Settlement activities.



# Metering Assessments

Hamza Khokhar

# The purpose of Metering Assessments

The purpose of a Metering Assessment is to determine whether a Metering Test is required.

Capacity Providers are required to complete a Metering Assessment by providing answers to questions within the questionnaire available on [My EMRS](#).

Here are the deadlines for the **2026/27** Delivery Year:

CMU Type	Auction	Deadline
Unproven DSR (1 year Agreement)	T-1 & T-4	1 June 2026
Unproven DSR (more than 1 year Agreement)	T-4	1 June 2027
Proven DSR Existing Generating Existing Interconnector	T-1	4 July 2026

We have provided information in [G1 – Capacity Market Metering](#) to aid with any technical queries.

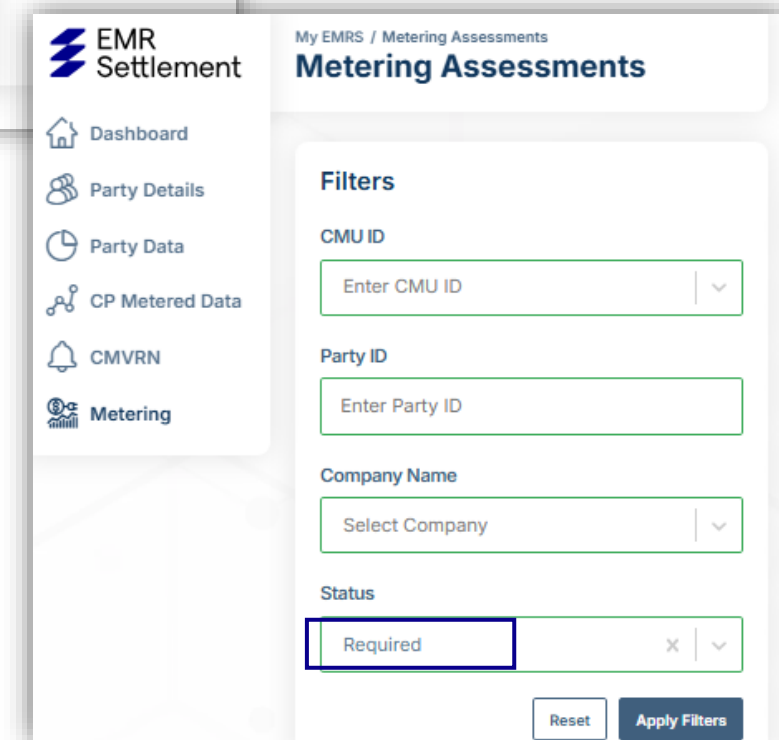
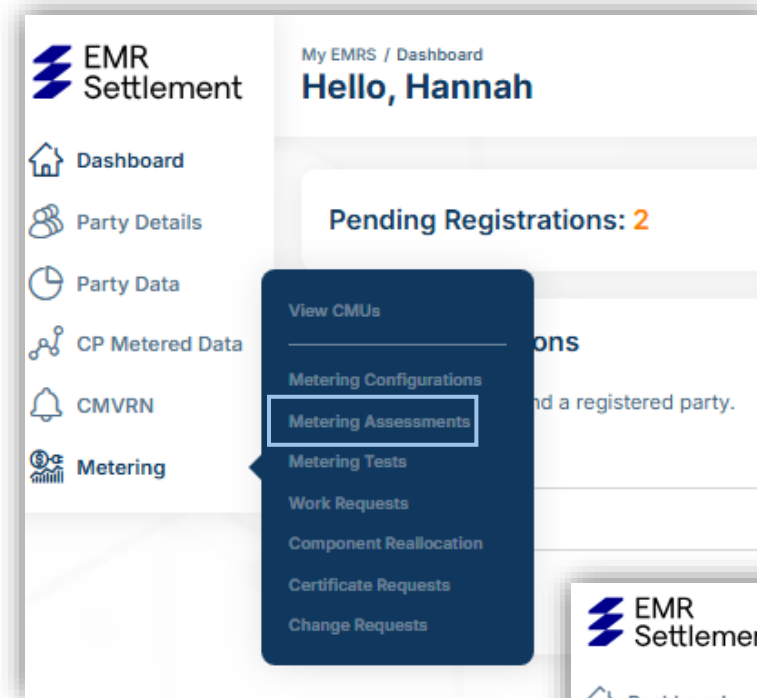
# Metering Assessments

When you enter your CMU and Component details on the NESO/EMR Delivery Body Portal, they issue those details to EMRS.

This automatically triggers a Meter Assessment requirement, regardless of if you intend to enter the CMU into an Auction or not.

You will only be able to view and complete the Metering Assessment for your CMUs, if your company has been mapped in our system.

If your My EMRS account is set to “**Approved by Management Group**”, and you are unable to view your CMUs, please get in touch and provide us with your NESO N-Grid Number, we will be able to map your account straight away.



# How to complete a Metering Assessment

We require responses to the Metering Assessment questionnaire, to determine whether a metering test is required.

Dependent on your selection on EMR Delivery Body Portal.

If **Yes** for either of these, a meter test will be required.

If **No**, a meter test will be required.

The screenshot shows a web form titled "Metering Assessment" with a sidebar for "CMU Details". The form contains several sections with text prompts and dropdown menus. Annotations with arrows point to specific parts of the form:

- An arrow points from the text "Dependent on your selection on EMR Delivery Body Portal." to the top dropdown menu.
- An arrow points from "If **Yes** for either of these, a meter test will be required." to a box containing two questions: "Do you have any connections to the CMU Component that are not part of the Metered Entity Identifiers (MEID) list provided to be used in the aggregation rule for the CMU?" and "Do you have any ineligible generation behind a Meter Point (i.e. would be included in the metered data of a Metered Entity Identifier used by the CMU Component)?".
- An arrow points from "If **No**, a meter test will be required." to the question "Are you using a BSC Settlement submission route (i.e. D0357 MPAN flow or BMU) for all your CMU metered data?".

**CMU Details**

CMU ID	GC2995
CMU Type	Existing Generating CMU
Company Name	Capacity Provider 16
Transmission Flag	Distribution connected
Connection Type	Non-CMRS
Status	Active

**Metering Assessment**

The Capacity Provider is required to provide answers to all relevant Metering Assessment questions. This is to determine if a Metering Test is required or not. We have provided supplementary information in [G1 – Capacity Market Metering](#) to aid with any of the technical information.

**Proposed Metering Option**  
Select which of the four metering pathways is to be used to monitor the performance of the proposed CMU Component.

Select...

- Supplier Settlement Metering Configuration Solution
- Bespoke Metering Configuration Solution
- Balancing Services Metering Configuration Solution
- BMU CVA Metering System

**Description of Metering Arrangements**  
Provide a brief description of the metering arrangements including their main intended purpose (for example Operational, STOR, Landlord/Tenant billing etc) and any standards / specification which are applicable)

Where you have an approved Metering Dispensation under the BSC please provide the reference number (D/###)?  
The purpose of the question is to be able to confirm that a valid Metering Dispensation is in place if applicable. Can be left blank. Answer has no impact on requirement for Metering Test

Do you have any connections to the CMU Component that are not part of the Metered Entity Identifiers (MEID) list provided to be used in the aggregation rule for the CMU?  
Select...

Do you have any ineligible generation behind a Meter Point (i.e. would be included in the metered data of a Metered Entity Identifier used by the CMU Component)?  
Select...

**Meter Used for other Purposes**  
Are your meters used for any other purposes. Select Yes or No If Yes is selected, provide further information specifying why the meter is used for other purposes.  
Select...

Are you using a BSC Settlement submission route (i.e. D0357 MPAN flow or BMU) for all your CMU metered data?  
Select...

Save and Exit Submit

# Metering Tests

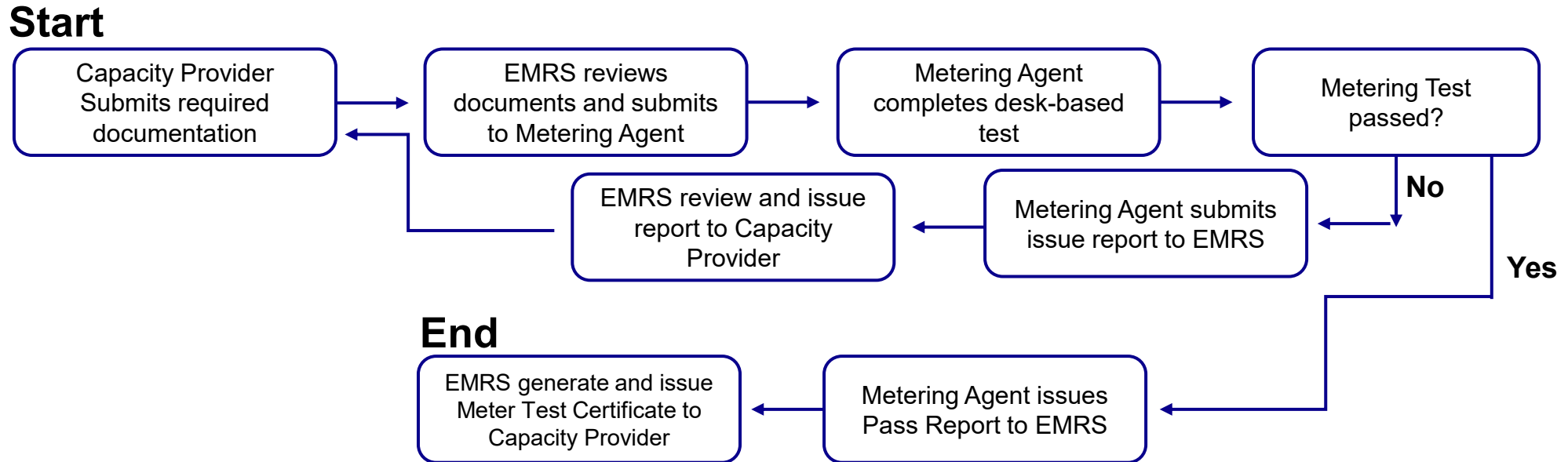
Hamza Khokhar

# The purpose of Metering Tests

After completing the Metering Assessment process, we will notify the Capacity Provider whether a Metering Test is required for a Component within a CMU.

If so, the Capacity Provider will need to complete a Metering Test on [My EMRS](#) by submitting a Single Line Diagram, Metering Statement and any additional supporting documentation before the deadline of each Delivery Year.

Here is the high-level process:



# How to complete a Metering Test

Each component will require a Single Line Diagram, Metering Statement documents and any other relevant, supporting documents, for example a Meter Manufacturer information manual.

This area will soon be enhanced. We have looked at common failures and better ways to group documentation for our Metering Agent and ourselves based on what we receive from Capacity Providers, which will be reflected on improved screens within My EMRS.

We are hopeful that some of these improvements can be implemented in June 2026. Until that point, we ask that you email your Metering Test requests to the [contact@emrsettlement.co.uk](mailto:contact@emrsettlement.co.uk) rather than submitting via the My EMRS.

The screenshot displays the 'Test Details' and 'Metering Test' sections of the My EMRS interface. The 'Test Details' section shows the test ID as BEPCC1, submission type as Draft, and submission date as 05 Jan 2026. The 'Test Components' table lists one component, BEPCC1, with SLD, MSD, and ASD status indicators. The 'Metering Test' section includes three upload areas: 'Single Line Diagram' (1 file uploaded: 210123\_HV\_LV Distribution.pdf), 'Metering Statement' (1 file uploaded: MTD 2000027397706.txt), and 'Additional Supporting Documents' (no files uploaded). Buttons for 'Save and Exit' and 'Submit' are visible at the bottom.

Component ID	CMU ID	SLD	MSD	ASD
BEPCC1	BEPCC1	✓	✓	—

# Required documentation

Schedule 6 of the CM Rules states what needs to be included in a Metering Statement but does not define a format. Instead, My EMRS provides three main areas for you to upload your details to:

- Single Line Diagram – Schedule 6(a).
- Metering Statement – Schedule 6(b-q).
- Additional Supporting Documents where you provide any additional detail that will support a successful outcome of your Metering Test.

We recommend including a table which shows how the documents you attach as part of your Metering Statement relate to a specific clause in Schedule 6(b-q). To do this you should use the **Schedule 6 template** available in Section 3 of [G20 – Capacity Market Metering Statement](#) on our website.

This template goes alongside the relevant documents that you submit for your Metering Test.

## G20 – Capacity Market Metering Statement

Public

# Version control & file naming

A significant issue identified during the testing process was the lack of clear version control. This increases the risk of using outdated documents.

Clear and accurate file naming is essential. Documents should be named to reflect their actual content, enabling faster identification and review by both EMRS and the Metering Agent.

## **Example:**

 Initial submission - Import Meter Certificate of Conformity V1.0

 Revised data - Import Meter Certificate of Conformity V2.0

# Metering Test deadlines

Here are the deadlines for the **2026/27** Delivery Year

CMU Type	Auction	Deadline
Unproven DSR (1 year Agreement)	T-1	17 August 2026
Unproven DSR (1 year Agreement)	T-4	3 August 2026
Unproven DSR ( More than 1 year Agreement)	T-4	2 August 2027
Proven DSR Existing Generating Existing Interconnector	T-1	17 September 2026

## Metering Test SLAs

- EMRS has 2 working days to respond to a Metering Test Request or send it to the Metering Agent.
- The Metering Agent has 10 working days to complete the Desk-Based Test.
- EMRS has 2 working days to inform the Capacity Provider of the results.

# Metering Pathways

Craig Parker

# The purpose of Metering Pathways

Capacity Providers can submit metered volumes to EMRS via a number of sources:

Pathway	How it works
Balancing Mechanism Units (BMU)	<ul style="list-style-type: none"><li>Automatically receives data via the Settlement Administration Agent. <b>No action required from Capacity Provider.</b></li></ul>
Supplier Settlement (MPAN)	<ul style="list-style-type: none"><li>Capacity Provider must contact the Supplier to establish the submission of the D0357.</li></ul>
Self-Submission CSV (Balancing Services and Bespoke)	<ul style="list-style-type: none"><li>Defined CSV format must be used to upload data into the Settlement System.</li><li>Self-Submission CMUs submit non-settlement Metered Data via CSV using SFTP.</li><li>Need to ensure SFTP Account is created</li></ul>
Self-Submission via ESC Head End System (HES)	<ul style="list-style-type: none"><li>Metered data is automatically collected and validated by the ESC Head End System.</li><li>ESC submits metered volumes to EMRS on behalf of the Capacity Provider.</li></ul>

Capacity Providers need to submit metered volumes to:

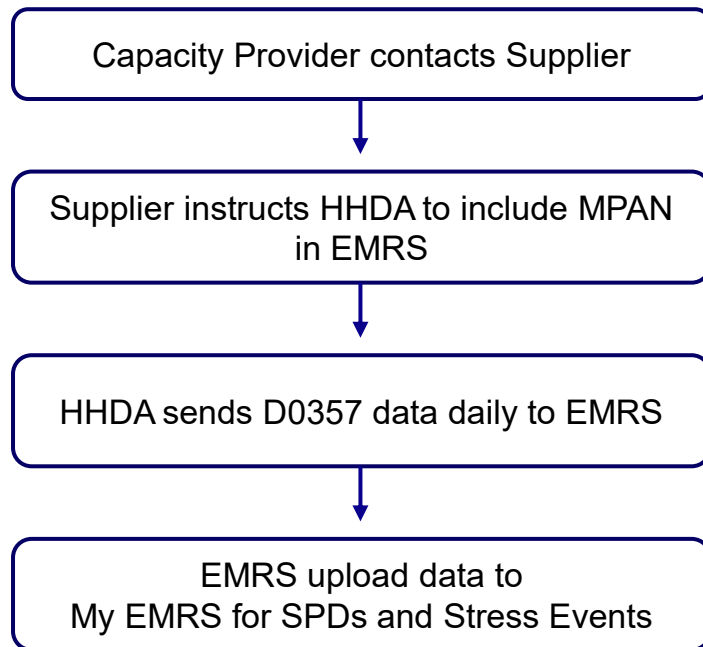
- Pass **Satisfactory Performance Days** and **Extended Performance** (if applicable) obligations and avoid suspension or termination.
- Assist in minimising any **Penalties** incurred should a Stress Event occur.

# Supplier Settlement Metering Pathways (MPAN)

Capacity Providers using the Supplier Settlement metering pathway need to establish these arrangements in advance of the start of the Delivery Year.

Those using the Supplier Settlement (Non-BMU) metering pathway are responsible for the status of the data flow arrangements and should check on a periodic basis from start of the Delivery Year and throughout.

## High level process



## Common causes of failure

- CMU Meter Fault
- Failure to set up initial flows
- HHDA Change
- Supplier Change

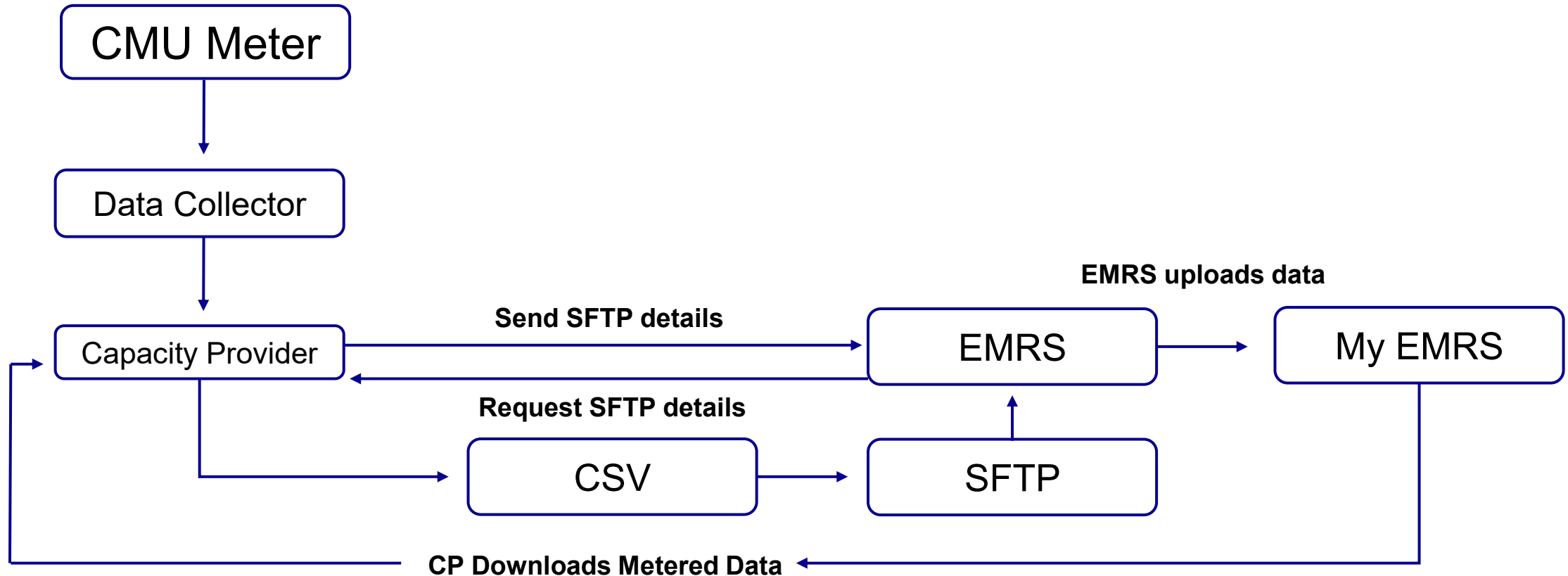
## Need to know

- CMUs using the MPAN pathway must submit data via D0357 only.
- Delays in setting may cause gaps in metered data until later Settlement Runs, risking delayed Capacity Payments.

# Self Submission Metering Pathways

## Option 1 – Direct CSV Self submission

Capacity Providers using the Self-submission metering pathway need to establish these arrangements in advance of the start of the Delivery Year.



When you initially register on My EMRS, you will receive an email from us with instructions on how to set up an SFTP Account with us. Once the account is created, we will issue login details and provide any further supporting information.

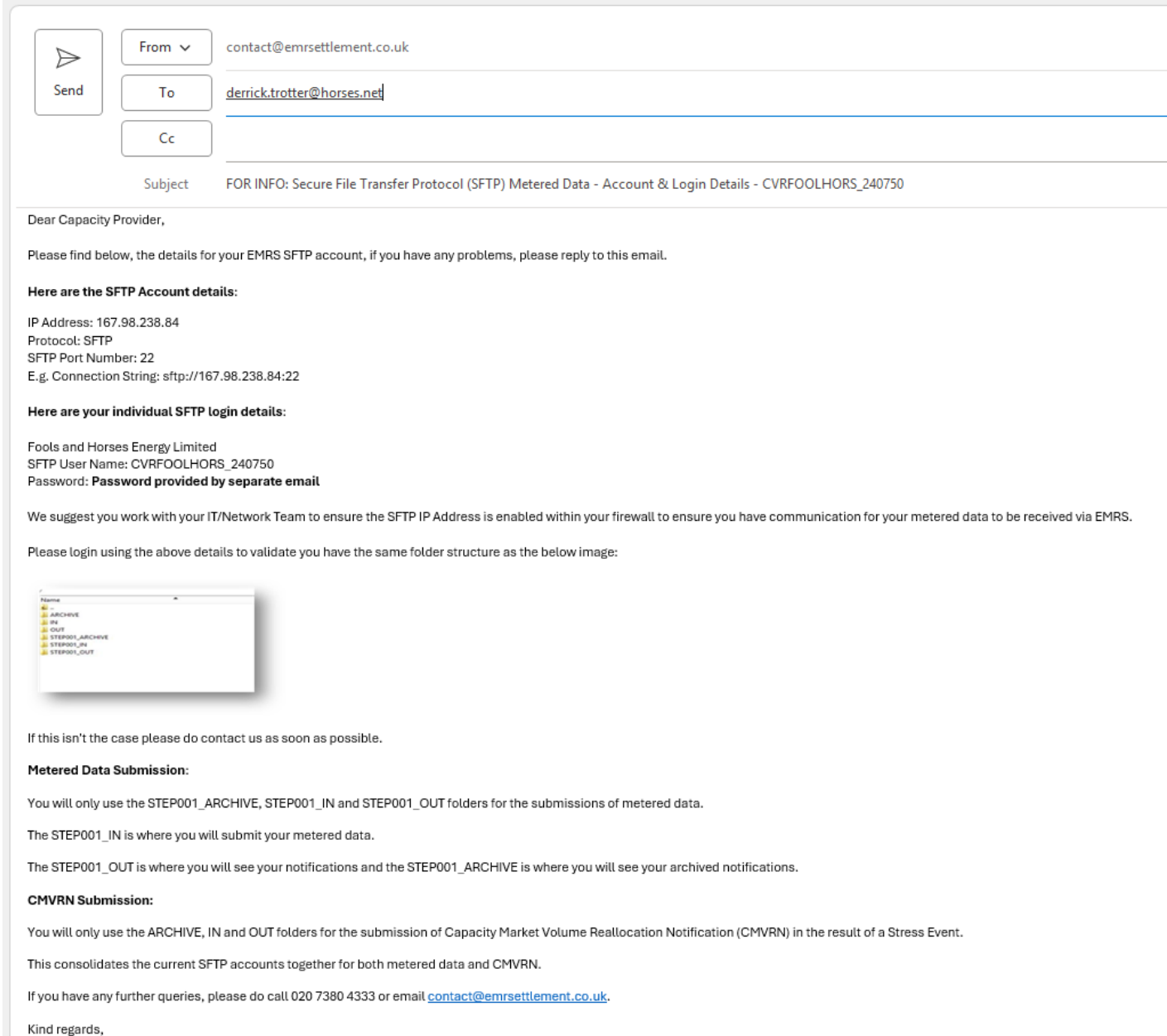
# SFTP Set-up

SFTP accounts are required for all Capacity Providers regardless of Metered Data pathway.

In the event of the My EMRS system going down during a Stress Event, the only way to complete any CMVRNs will be via SFTP accounts.

Your SFTP account acts as a crucial backup option for any scheme or system impacting issues.

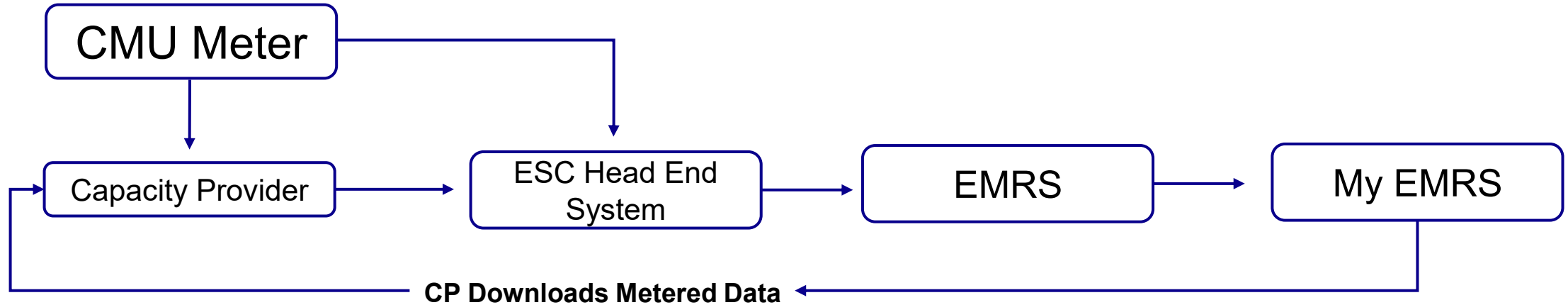
You will receive the pictured email after your My EMRS account has been fully approved, you will receive a password in a separate email



# Self Submission Metering Pathways

## Option 2: ESC Head End System (HES)

Capacity Providers using the self-submission ESC HES metering pathway need to establish this arrangement in advance of the start of the Delivery Year.

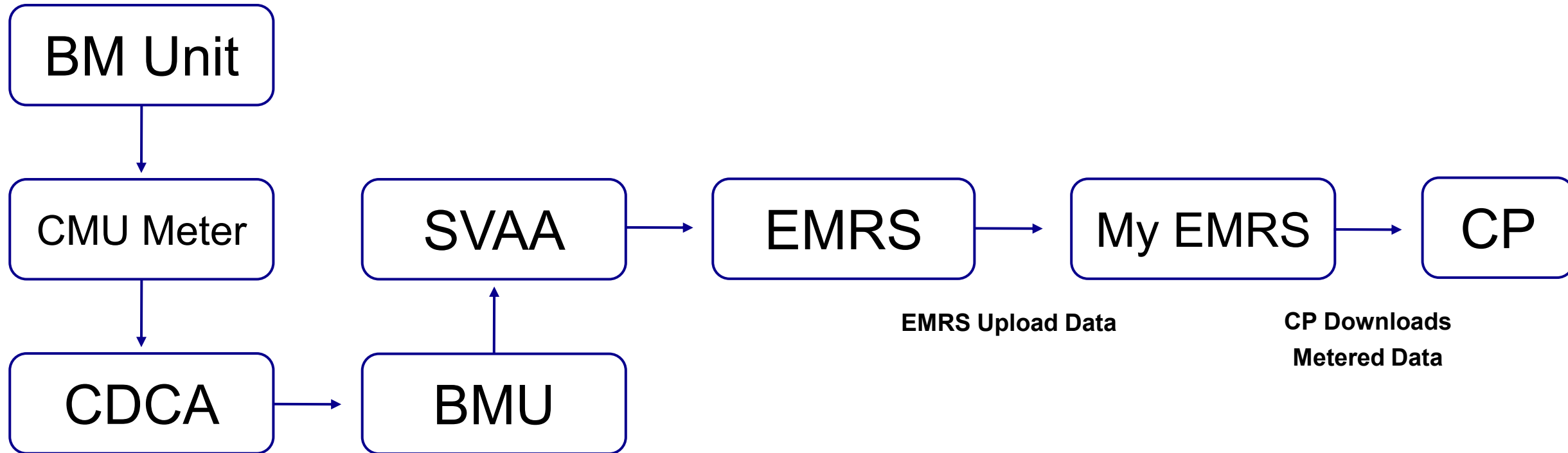


### Key features

- **Automation** – removes requirement for manual CSV file creation and upload
- **Validation** – data is checked before submission reducing EMRS load errors
- **Resilience** – supports frequent submission during peak operational periods
- **Single service** – ESC manages data transfer to EMRS

# Balancing Mechanism Units Metering Pathways

If your CMU uses a BMU to submit data, there is no action to take other than checking your metered data on My EMRS to ensure it is flowing. We recommend doing this on a weekly basis.



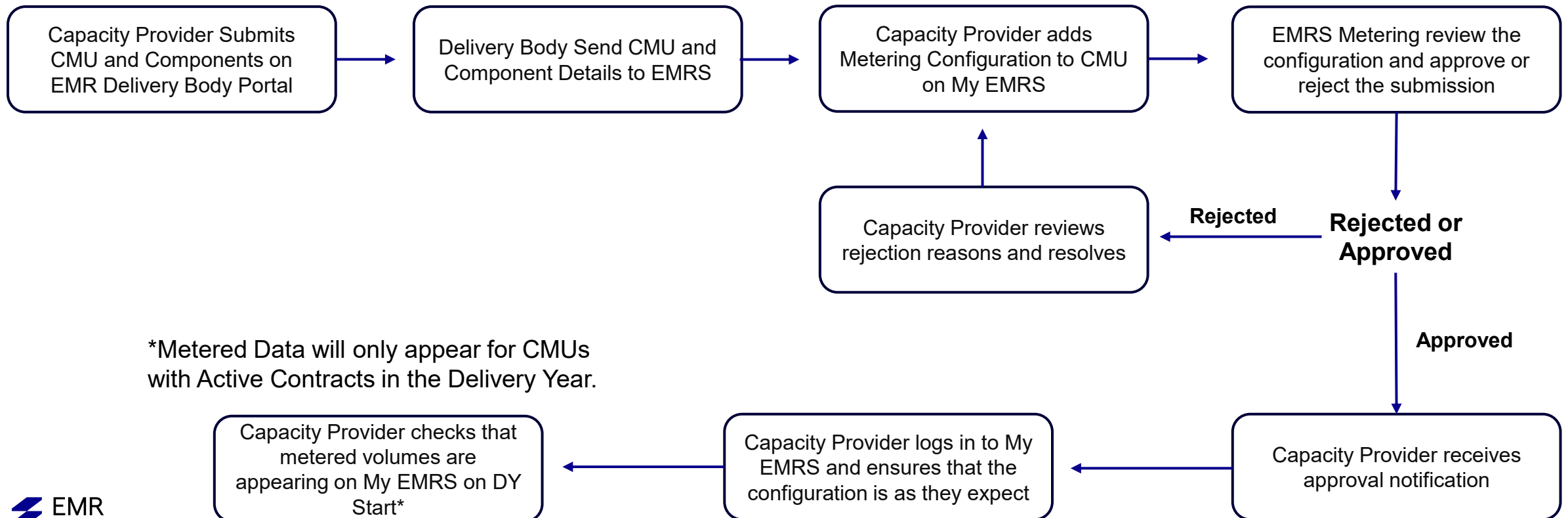
# Metering Configuration

Craig Parker

# Metering Configuration process

Metering Configurations are based on CMU components and made up of an Approved Metering Configuration Solution.

They are used by EMRS to calculate the Metered Volumes per Capacity Market Unit (CMU) for scheme related calculations.



\*Metered Data will only appear for CMUs with Active Contracts in the Delivery Year.

# How to complete a Metering Configuration

The available Metering Configuration Types in the dropdown depend on the CMU type you're completing.

The screenshot shows a web interface with three tabs at the top: "Components Missing Configuration: 2", "Components with Partial Configuration: 0", and "Components with Complete Configuration: 0". Below the tabs is a table titled "CMU GC2994 Components" with columns for "Component ID", "Configuration Type", and "Progress". The table lists two components: GC2994A and GC2994B, both with a "Pending" status. To the right is a "GC2994A Metering Configuration" panel. It features a "Meter Configuration Type" dropdown menu with "MPAN" selected. Below the dropdown are three radio button options: "MSID (CMRS Distribution)", "MSID (Non CMRS Distribution)", and "MPAN + MSID (Non-CMRS)". At the bottom right of the panel is a green "Save Component" button.

This is a detailed view of the "GC2994A Metering Configuration" form. At the top, the title "GC2994A Metering Configuration" is displayed. Below it is a "Meter Configuration Type" dropdown menu with "MPAN" selected. Underneath, the "MPAN" section is shown with a "+ Add New Row (Max 10)" button. A table with one row is visible, with columns for "MPAN" and "Meter Share/ Multiplier". The "MPAN" cell contains the value "2200013109751" and the "Meter Share/ Multiplier" cell contains the value "1". At the bottom left is a "Save & Exit" button, and at the bottom right is a green "Save Component" button.

Most CMUs use the MPAN configuration—just enter the MPAN and multiplier (usually 1).

Add rows as needed and click *Save Component*.

Repeat for all Components; any blanks will prevent submission for approval.

# How to complete a Metering Configuration

Those with a Boundary MPAN, will need to ensure that if the Line Loss Factor has a leading zero, that this is **omitted** from the configuration.

The BMEID must match that which was provided in the Metering Test submission and relevant Certificate.

CMUs utilising the Self Submission pathway must provide both the LDSO ID and LLFC ID for the relevant boundary point.

My EMRS / Metering Configurations / 7954 / Complete

## Complete Metering Configuration

Components Missing Configuration: 25236    Components with Partial Configuration: 0    Components with Complete Configuration: 0

### CMU FOHORS Components

Search Components

Component ID	Configuration Type	Progress
10	MSID (Non CMRS Distribution)	Pending

### 10 Metering Configuration

Meter Configuration Type: MSID (Non CMRS Distribution)

BME ID: F001548602535NET00    Meter Share/ Multiplier: 1

Boundary MPAN: 2209410202049

1 LDSO ID: LOND

LLFC ID: 94

Save & Exit    Save Component

Submit Metering Configuration

← 1 2 3 4 5 ... 5048 →

# How to complete a Metering Configuration



Once you have completed all components, you will notice your Progress Status is “**Draft**”.

- 1 You need to click “**Submit Metering Configuration**”. this will send a notification to EMRS and your CMU’s status will change to “**Pending Stage 1 Approval**”.

ID	CMU ID	Company Name	Status	Last Updated	Actions
7916	CMUE25	Capacity Provider 16	Pending Stage 1 Approval	17 Jan 2025 13:54	Actions ▼

- 2 Once a Metering Analyst has reviewed the submission, they will **Approve** or **Reject**. This then moves the CMU to “**Pending Stage 2 Approval**”. This will happen within 5 WD.
- ⊗ If the CMU is **Rejected**, you will receive a notification and should review the Rejection Reason before resubmitting your Configuration.
- ✓ If the CMU is **Approved**, you will receive a notification, and no further action will be required.

# Demand Side Response (DSR)

Craig Parker

# The purpose of Demand Side Response (DSR) Tests


The DSR Test is used to **prove that an Unproven DSR CMU** can:

- Reduce demand or increase export as declared.
- Achieve the specified capacity reduction reliably.
- Meet the performance standards required for **Capacity Market payments**.

For example:

 Cold Isle Food has 50 Fridges and 25 Freezers in each of its 100 stores across London.

 These consume 75kW of energy per store.

 They turn them all off and reduce their demand on the grid by 7.5MW.

 That energy can now be distributed to critical places, like care-homes and hospitals.

# How to complete a DSR test

DSR tests are triggered by the Capacity Provider.

The CMU must notify the Delivery Body of its intent to undertake a DSR test.

## Test conditions

The test simulates a System Stress Event, where the DSR resource is instructed to perform.

The performance is measured as the difference between baseline demand and actual metered demand over a defined period (usually a 30-minute window).

## Baseline methodology

Demand reduction is verified using an approved baseline. Typically, the average demand over prior comparable periods.

## Pass criteria and certification

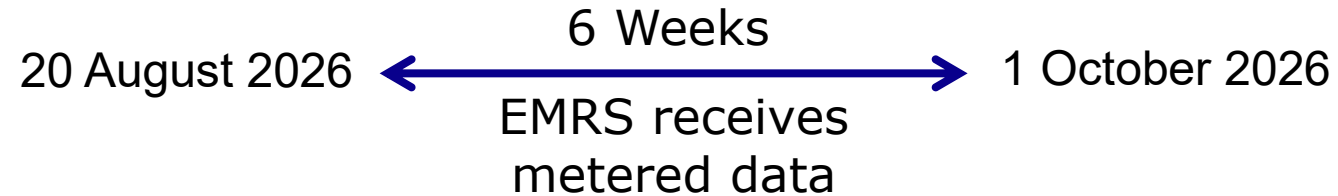
The CMU must show that it can achieve the Declared DSR Capacity.

The result must meet or exceed the minimum thresholds to be considered Proven.

If successful, the Delivery Body issues a DSR Test Certificate. This certificate is required for the CMU to transition from Unproven to Proven and to begin receiving Capacity Payments.

# Demand Side Response 6 week Baseline

All DSR CMUs need to provide a baseline to demonstrate their average metered volumes over a certain period. To do this, they must have their metering pathways set-up at least **6 weeks** prior to the start of the Delivery Year, so that EMRS has received 6 weeks worth of data by 1 October 2026.



We highly recommend that you reach out to us to confirm that metered data is set up and being received as soon possible.

# Metering Activities Common Queries

Craig Parker & Hamza Khokhar

# Metering Assessment Frequently Asked Questions

Topic	Guidance
How often do I need to complete a Metering Assessment?	Assessments are required per CMU per auction.
Do I need to completed a Metering Assessment for a Cloned CMU?	Yes, assessments and tests are required for linked/clones.
Can I re-use an assessment for an upcoming Delivery Year?	No. Assessments cannot be cloned year-to-year.
What happens if I need to change any answers within my Metering Assessment?	Submit a Change Request via My EMRS and re-complete the Assessment.
What happens if a Metering Test is triggered accidentally?	If a test is triggered accidentally, please follow the Change Request Process within My EMRS.


# Metering Test Frequently Asked Questions

Topic	Guidance
What is the standard lead time for EMRS to assess Metering tests after submission?	Metering Tests have been required to be processed offline until we have amended My EMRS to properly deal with Metering Tests. EMRS has 2 working days to respond to a Metering Test Request or send it to the Metering Agent. The Metering Agent has 10 working days to complete the Desk-Based Test. EMRS has 2 working days to inform the Capacity Provider of the results.
How can we speed up feedback from Siemens which often takes 3?	We hope that our improved statement template, updated guidance and working together with CPs to improve versioning and naming will prevent failures and speed up response times. EMRS Metering team expanded in November 2025.
Do operational Interconnectors need to complete a Metering Test?	No, operational Interconnectors do not require a metering test
What could trigger a request for a new Metering Test for an Existing Generating CMU?	Changes to any of the physical metering aspects of the site, Meter exchanges, CT or VT replacements, cabling replacements, or additional generation added to the site etc.
Does a CMU with mass components have to do a Metering Test for each component?	No, CMUs with mass components like Domestic DSR must complete Metering Tests per charger/battery type, not per component.

# Metering Test Frequently Asked Questions

Topic	Guidance
Does the Metering Test deadline apply to requesting a metering test or receiving a “pass” for the Metering Test?	The deadline applies to passing and Certificate Issuance.
Can a Test certificate from a past year that is not linked on the CM Portal due to data migration be used for the active CMU?	A meter Test Certificate from a CMU in a previous DY can be applied to the latest version of the same CMU. A cloned/linked CMU can and should use the original certificate.
You said there are no limits for submitting a Meter Test. G11 stipulates termination and penalties after 3 trials, isn't this the case any more?	This is a reference to invalidating an issued certificate, i.e. being certified as compliant and then swapping out a meter or a Current Transformer and becoming non-compliant.
Is the deadline for a Metering Test still 17th September 2026 , even if the CMU received a CM agreement via a secondary trade (trades made in August 2026)	Yes, the deadline still applies.

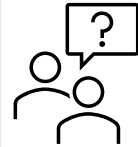
# Service Desk

 **Contact our Service Desk:**

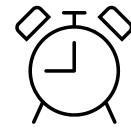
- 020 7380 4333
- [contact@emrsettlement.co.uk](mailto:contact@emrsettlement.co.uk)
- [Service Desk portal](#)



To find out more about our team visit our [Meet the Service Desk Team](#) webpage



**Service Requests**



**Service Level Agreements –**  
Available on our website

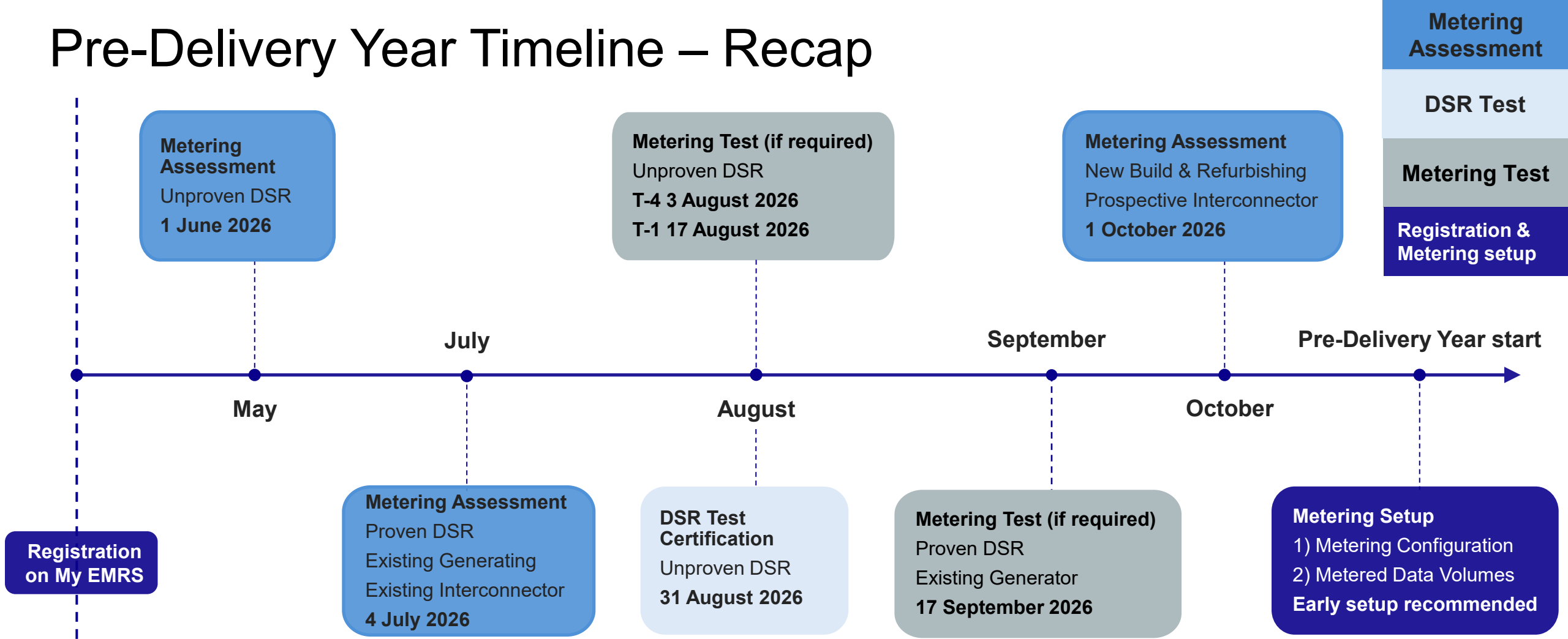


**We value your feedback -**  
What do we do well? What can we do better?



**Customer Satisfaction Score: 5/5**

# Pre-Delivery Year Timeline – Recap



We recommend you complete these activities in a timely manner, especially for Unproven DSR CMUs.



Monitor email alerts from us, notifying you in gaps of data setup and milestones.



Utilise the guidance published on our website or contact our Service Desk for support.

Internal Use Only

# NESO

## Agreement Management

7<sup>th</sup> May 2026

## Agreement Management Team

The Agreement Management Team sits within the EMR Delivery Body and are responsible for key operational and developmental workstreams:

### Operational Delivery

- Issuing and compliance of CANs for all CMUs.
- Completion of operational milestones and delivery assurance processes.

### Strategy and Change

- Assessment of political & strategic documentation, feeding into consultations/briefs prior to release.
- Cross-function alignment with teams around NESO/Stakeholders to ensure needs of scheme are met.

### Systems Development

- Ongoing system development to incorporate customer and stakeholder feedback.
- Testing & Integration of key features and policy changes.



**Rhys Smith**

**Capacity Market AM Manager**



**Heather Stratford**

**Senior EMR Analyst**



**Jamie Stephens**

**Senior EMR Analyst**



**Selwyn Smith**

**EMR Analyst**



**Dalvir Kaur**

**EMR Analyst**



**Scott Hughes**

**EMR Analyst**



**Eoin O'Brien**

**EMR Analyst**



**Mariam Saka**

**EMR Analyst**



**Michael Ekuma**

**EMR Analyst**

# Pre Delivery Year AM activities

**T-4:** Auction  
Results + 16m  
**T-1:** Auction  
Results + 3m

**T-1 & T-4:** October 1<sup>st</sup>

**T-4:** DY-18m

**T-1/T-4:** August 31<sup>st</sup>



- Evidence 10% of total project spend (verified by ITE)
- Directors Certificate & funding declaration

- Submit Connection Agreement

- Notify Unproven DSR Components
- Exhibit a Proven DSR Capacity  $\geq$  1MW

- Evidence build complete (verified by Independent Tech Expert)
- Output >50% de-rated capacity
- Metering Certificate

- Submit Emissions Declaration
- Submit Assurance form Independent Emissions Verifier

# Within Delivery Year AM activities

T-1 & T-4: 30<sup>th</sup> April

T-1 & T-4: 1<sup>st</sup> January/SCM Met

Extended Years  
Criteria and Total  
Project Spend

- Submit ITE report detailing the TPS per MW de-rated
- Submit ITE report confirming they have met EYC

Satisfactory  
Performance Days

- Demonstrate Capacity  $\geq$  Obligation for at least 1 SP on 3 separate days in Winter

Extended  
Performance

- Demonstrate EP on one SPD day for the storage duration of the asset (e.g. 2-hour duration = 4 settlement periods)

# Guidance & Contact Us



- Guidance
  - Milestone & CMU specific guidance documents – Knowledge Platform
  - Step by Step guidance for navigating the Portal



- Agreement Management Team Contact:
  - Email: [emr@neso.energy](mailto:emr@neso.energy)
  - Phonenumber: 01926 655300 (option 2)  
Open 9-5 Monday - Thursday, 9-4 Friday

Internal Use Only

# Q&A

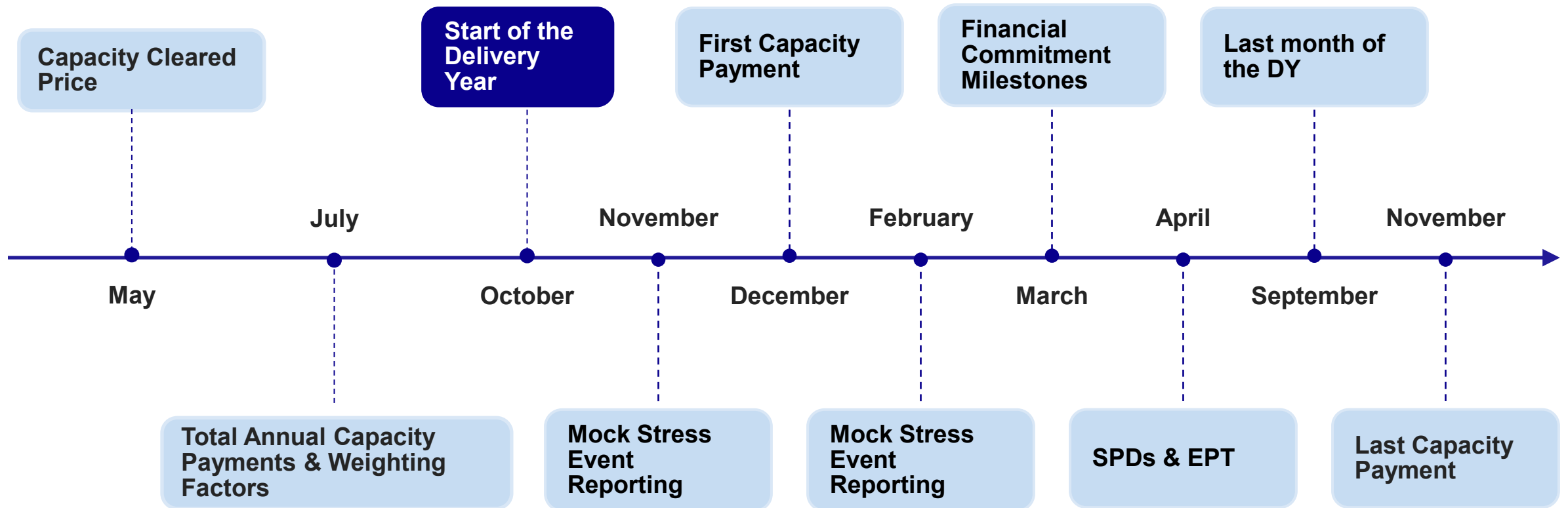
**Please submit and happy to pick up at the break.**

**Or grab one of us throughout the day!**

# Delivery Year Activities

Kyle Barnard

# Delivery Year Timeline



# Delivery Year Activities

## Capacity Cleared Price

For T-4 and T-3 Auctions, the Capacity Cleared Price (CCP) is adjusted for the UK Consumer Prices Index (CPI) before the Delivery Year starts. The CPI-adjusted CCP (£/MW) is used to calculate Capacity Payments.

## Total Annual Capacity Payments

Total Annual Capacity Payments is the sum of all Capacity Payments those who have an active agreement (includes all Auctions) for a specific Delivery Year. This figure is used to calculate the CM Supplier Charge.

## Weighting Factors

Reflects how Capacity Payments vary across the Delivery Year, with higher payments when demand is highest and lower payments when demand is lowest. These are calculated using the methodology set out in the Regulations.

## Capacity Payment

Monthly payments for meeting a Capacity Obligation during a Delivery Year.

They are based on the Auction Capacity Cleared Price (CPI-adjusted) and paid in 12 weighted payments to reflect demand.

## Mock Stress Event Reporting

Replicates System Stress Event calculations to identify data quality issues, improve settlement accuracy, and help Capacity Providers understand their position and resolve any issues with individual CMUs before a real event occurs.

## Financial Commitment Milestones (FCM)

Deadlines for New Build CMUs that must meet to demonstrate financial commitment to their projects.

If FCM is not met within 12 months of the auction results, Credit Cover requirement increases

## Satisfactory Performance Days (SPDs)

A CMU must demonstrate capacity at or above its Capacity Obligation in one Settlement Period on three separate Settlement Dates by 30 April each Delivery Year, with at least one date between 1 January and 30 April.

## Extended Performance

*Storage Generating Technology Classes* must demonstrate performance at or above their Adjusted Connection Capacity for consecutive Settlement Periods equal to the storage duration.

*Multi-year Agreements* must at least one SPD in the Winter of the first DY and once every three years.

# Stakeholder Support

- Interactive timeline guiding Capacity Providers through the Delivery Year
- Clear summary of key processes, milestones and obligations
- Helps Capacity Providers identify what is required and when

## Stakeholder Support for Capacity Providers

Home > Stakeholder Support > Stakeholder Support for Capacity Providers

This interactive process map will provide details on the activities and interactions you will have with EMRS as a Capacity Provider to support you in participating in the CM scheme.

When you click on each stage this will provide you with the requirements, tasks to be completed and relevant supporting information.



# Capacity Market Advisory Group

Chris Arnold and Matthew Woolliscroft  
Capacity Market Design Advisors



# Welcome to CMAG

What we'll cover today...

1

## **Introducing CMAG**

Objectives, roles,  
purpose

2

## **What we're working on**

Highlights and  
successes

3

## **Getting involved**

How you can get  
involved with the work  
of CMAG

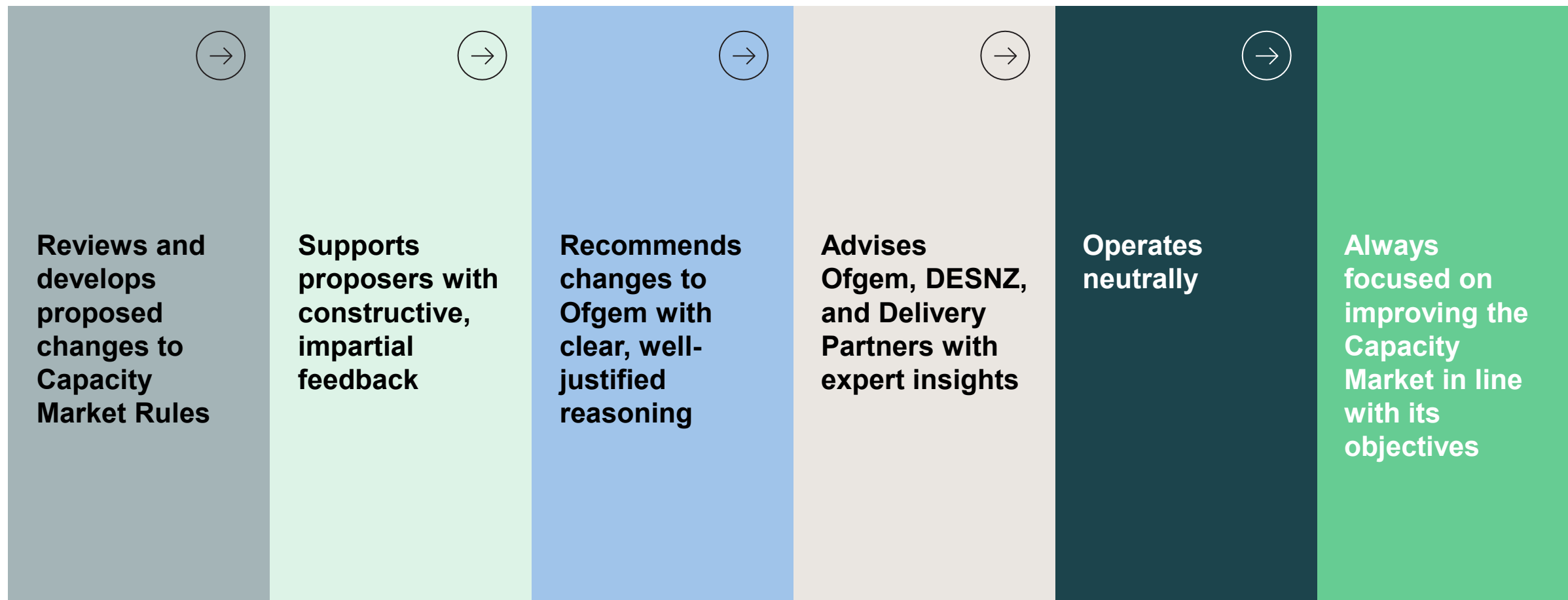
# 01

# Introducing CMAG

Objectives, roles, processes &  
successes to date

# What does CMAG do?

CMAG plays a dynamic, adaptive, and transparent role in making Capacity Market Rule changes by prioritising, developing, and analysing changes before making a recommendation to Ofgem on changes to the CM Rules.



# CMAG Secretariat – People & Role

## CMAG Facilitator & Secretariat

### CMAG Facilitator shall:

- coordinate discussion at CMAG meetings
- ensure all opinions and inputs from CMAG Members are duly considered in outputs and recommendations
- act impartially and ensure that CMAG Members also act impartially

### CMAG Secretariat shall:

- support the development of and progress CM Rule Changes through the CM Change Procedure
- act as critical friend to CM Rule Change Proposers
- provide resources to support the reasonable operation of the CMAG
- act neutrally



**Simon Dawes**

CMAG Facilitator

Recently joined from DESNZ. Previous roles included REMA Policy Lead & Head of CM Team



**Chris Arnold**

CM Design Advisor

Worked on CMAG since October 2022. Previous roles included Senior Change Lead for BSC changes



**Sean Dryden-Woods**

Senior Change Lead

Working with CMAG since September 2024 and also supports other change functions at Elexon (BSC, DIP). Previous experience in Elexon's assurance team and overseas policy and compliance roles.



**Matthew Woolliscroft**

CM Design Advisor

Worked on CMAG since October 2025. Previously worked in EMRS and on BSC change management.



**Paul Farmer**

Senior Change Lead

Been with CMAG since May 2024. Previous roles include Policy and Industry Code Manager at an energy supplier.

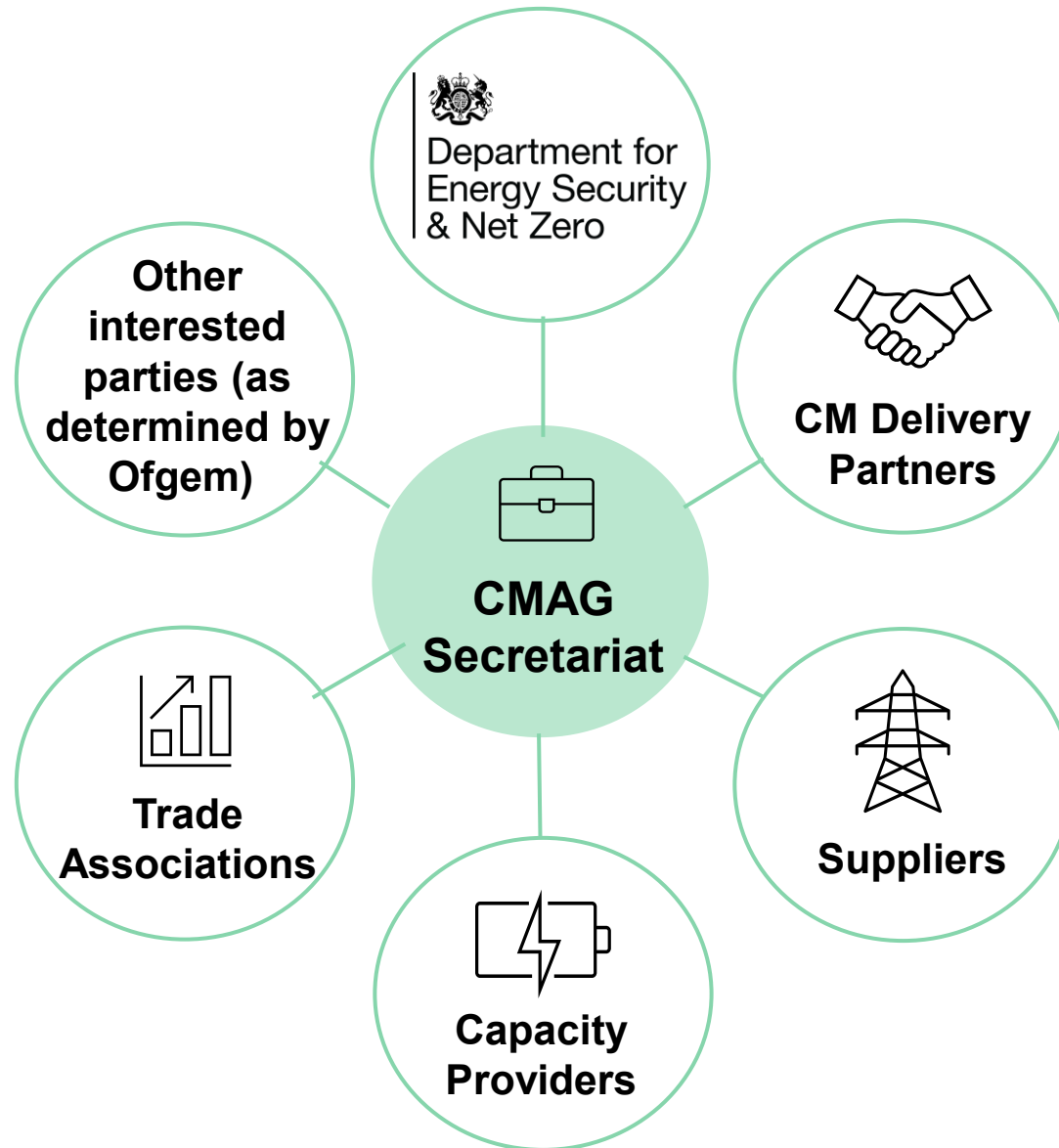


**Phillip Paul**

CMAG Advisor (Consultant)

2013-14 DECC EMR Business Establishment  
2014-15 LCCC Setup, CFD/CM process maps  
2015-22 EMRS Settlement Design & Test  
2023-25 CMAG Secretariat

# Who can raise changes to the CM Rules?



# 02

# What are we working on?

Highlights of current and future  
work

# What is the CMAG working on?

**Duplicate MPANs** – Reviewing and suggesting improvements to the resolution process used where multiple Capacity providers try to claim the same asset

**Secondary Trading Review** – A review of the scope of who can participate and other possible barriers for participation

**CP399** – Considering how impacts to Capacity Providers of curtailment or disconnection due to network operator actions can be appropriately managed

# What next?

Title	Category	Priority Score
Implications of REMA	Review	25
De-Rating Factors	Review	21
Connection Capacity	Review	20
Requirement to publish suspensions	Operational Process	17
Change of Owner	Operational Process	11
MPAN issues post CP373	Operational Process	11
Foreign Currency Methodology	Operational Process	11

# What has CMAG delivered?

## Change Proposals

- 35 Change Proposals raised
- 31 Recommendations to Ofgem
- 19 Ofgem decisions
- 31 additional Surgery Items

### Highlights:

- CP382 - ITE Definition and Report Templates (led to increased assurance)
- CP393 - Exhibit Review
- CP389 – Connection Capacity Review

## Industry Engagement & Communication

- 42 CMAG meetings
- 3 Expert Subgroups
- 2 Consultations
- 1 Industry seminar
- 41 CMAG newsletters
- 6 Six Monthly Reports
- [CMAG website](#)

## Expert Advice

Examples include:

- Multi-year £/kW Threshold, Qualifying £/kW Capex and Total Project Spend
- System Stress Event settlement calculations and timetable
- Housekeeping changes for both Regs and Rules

# 03

# Getting involved

How you can get involved in the work CMAG  
do

# Statutory Consultation engagement webinar

Ofgem and the CMAG will be holding a [webinar](#) on **Wednesday 20 May 2026, 10:00 – 11:30**.

## During the webinar, we will cover:

- Overview of changes in Ofgem's [2026 Statutory Consultation](#);
- Opportunity for questions and feedback;
- Update on change proposals being developed by CMAG; and
- Any other questions for CMAG.

If you wish to attend the webinar, please [register](#) or email us, and you can email questions beforehand to [CMAG@elexon.co.uk](mailto:CMAG@elexon.co.uk).

## Statutory consultation includes:

4 x Assurance changes, 3 x Metering changes, 4 x Prequalification changes, 1 x Reporting change, and 1 x Governance change

Consultation closes **24 May 2026**

# How to get involved in CMAG?

## Raise a Change

Propose modifications to the Capacity Market Rules or processes. Guidance is available on the [CMAG webpage](#).

## Attend a CMAG Meeting or Subgroup

CMAG meetings are open to stakeholders and observers. Join to listen in or contribute to discussions on key market developments.

## Stand in CMAG Elections

Nominate yourself during election periods to become a CMAG member and help shape the future of the Capacity Market.

## Provide Feedback

Share your views on proposed changes, meeting outputs, or any aspect of CMAG's work. Feedback is always welcome. Email us [cmag@elexon.co.uk](mailto:cmag@elexon.co.uk)

## Subscribe to the Newsletter

Stay up to date with meeting summaries, change updates, and other key news by signing up for the CMAG newsletter. For more information, visit: [elexon.co.uk/cmag/newsletters](http://elexon.co.uk/cmag/newsletters)



GridBeyond™

## **Our EMRS Operational Management Experience**

Chris Jansson

May 2026



# GridBeyond® Who We Are

We Transform Energy Into Opportunity For The Entire Ecosystem

## Where We Operate



Operating across 4 continents, we empower energy users, generators, fleet operators, and renewable owners/developers to uncover additional **revenue** streams, lower **energy cost/OPEX** and drive **sustainability**.

Founded in  
**2010**

**Global**

Offices in the US, Ireland, UK, Australia, Japan

**2.9GW**

Load portfolio

**850+ MW**

Of batteries under contract

**35,000 +**

Assets Managed

**160+**

Employees

**900+**

Customers

Partners:



SAMSUNG



Constellation.



YOKOGAWA



CHIYODA CORPORATION



# GridBeyond® Services We Engage In

## Renewable Developers



## Food / Logistics



## Chem/ Water



## Data Centers/IT/Crypto



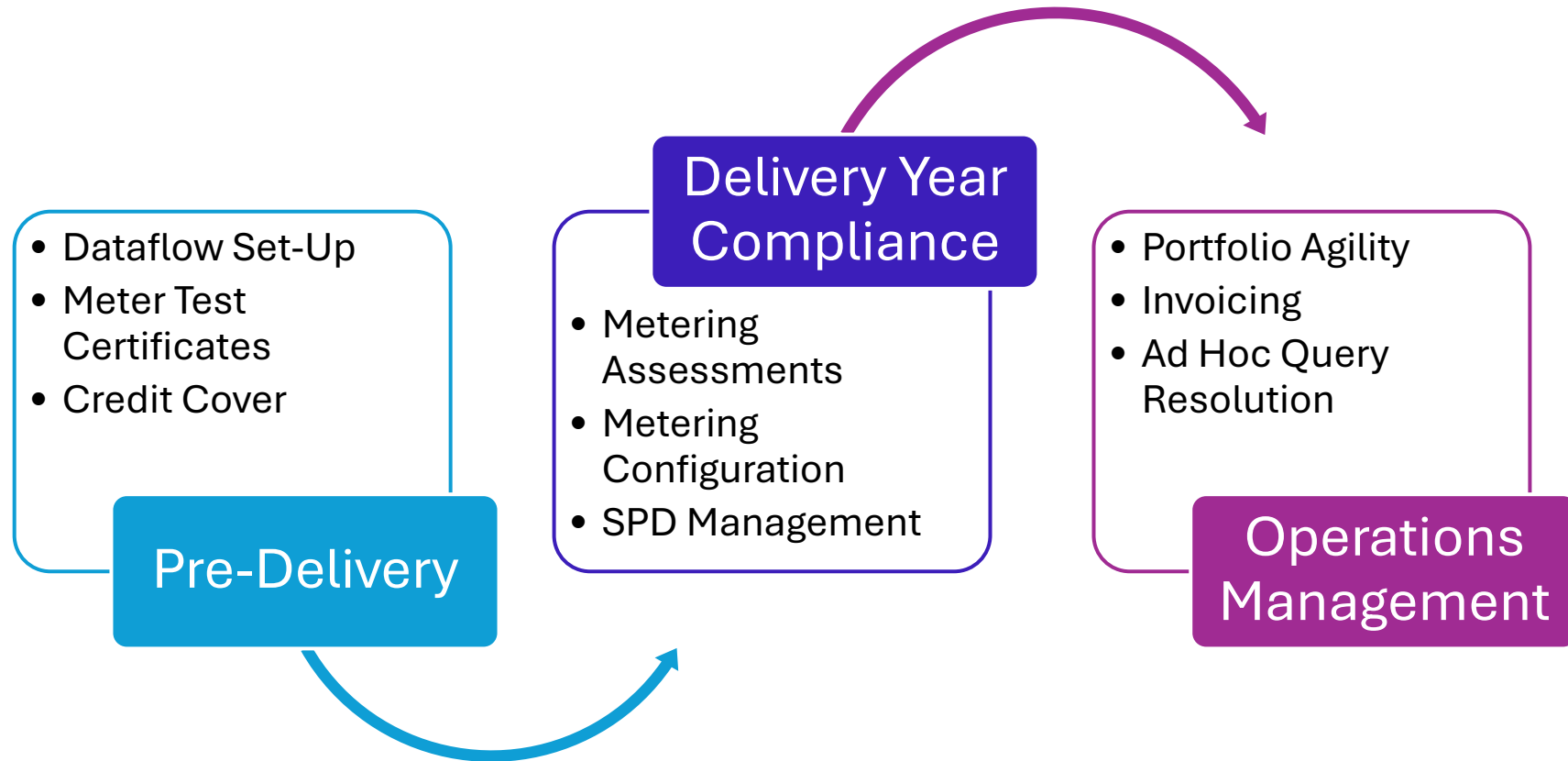
EPEX / Nord Pool:  
Wholesale Market

NESO: Ancillary  
Services

DNO: Local  
Flexibility Services

EMR / EMRS:  
Capacity Market

# GridBeyond <-> EMRS: Overview



# Operational Insights

## What is Working Well

- Platform
- EMRS Team
- Guidance Documentation

## Challenges

- Legacy / Transition Issues
- Metering Check Timelines - Responsiveness
- CMU Cloning - Coordination

# Moving Forward

## Automation

- Submitted Metered Data
- (Further) API Integration

## Data Reporting

- CP Metered Data
- Credit Cover

## Ease of Access

- Delivery Year Configuration Rollovers
- (Further) Portal Development
- Closer Sync with Delivery Body

# Metering Assurance

Bir Virk

# Metering Assurance – What’s Changing



Our focus: clearer submissions, faster assurance and a more resilient metering process

## Delivery Approach

### Pre-DY 2026/27 – improvements

- **Standardisation:** Improved guidance, templates and examples to reduce rework and failures LIVE
- **Improved MyEMRS interface:** Metering Assessment prompts, Metering Certificate linking & document upload structure IN DEVELOPMENT
- **Proactive Engagement:**
  - 1) Alerts for outstanding Pre-DY milestones 1<sup>st</sup> ISSUED – 01 May 2026
  - 2) Targeted engagement with high-volume submitters to plan submissions and better manage peak demand and assurance capacity IN PROGRESS

✓ Clearer upfront expectations

🔄 Fewer resubmissions

⚡ Faster feedback

### Pre-DY 2027/28 – More flexibility for Capacity Providers

#### CMAG Rule Change proposals:

*CP392 – Amendments to enable Asset Metering & ensure Delivery Assurance*

- Enables the use of BSC compliant asset metering as a new metering option within the CM

*CP398 – Enabling Capacity Providers to utilise their own Meter Operator Agent*

- Enables optional independent verification of Metering Statements before submission by approved Metering Operator

#### EMRS metering specialist knowledge build

- Targeted Metering Assurance support, not reliance on a full-service Metering Agent

**Future state: EMRS leads assurance activity**

🔧 Greater flexibility for Capacity Providers

🛡️ More reliable metering assurance service

📉 Further reduced peak-period bottlenecks

### Overall aim:

- 1) Improved process supporting Capacity providers with robust compliance
- 2) Drive policy improvement – simplify CM Rules to reduce unnecessary reliance on metering assurance activity

# Panel 1

Interactive discussion focused on current operational challenges and issues within the Capacity Market, & how we are working together to manage these efficiently.

Add questions via Slido!



**Facilitator:** Darren Draper (EMRS)

**Speakers:** Bir Virk (ESC), Simon Dawes (CMAG), Craig Parker (EMRS), Chris Jansson (Grid Beyond)

8 May, 2026

# Introducing Elexon as the flexibility market facilitator

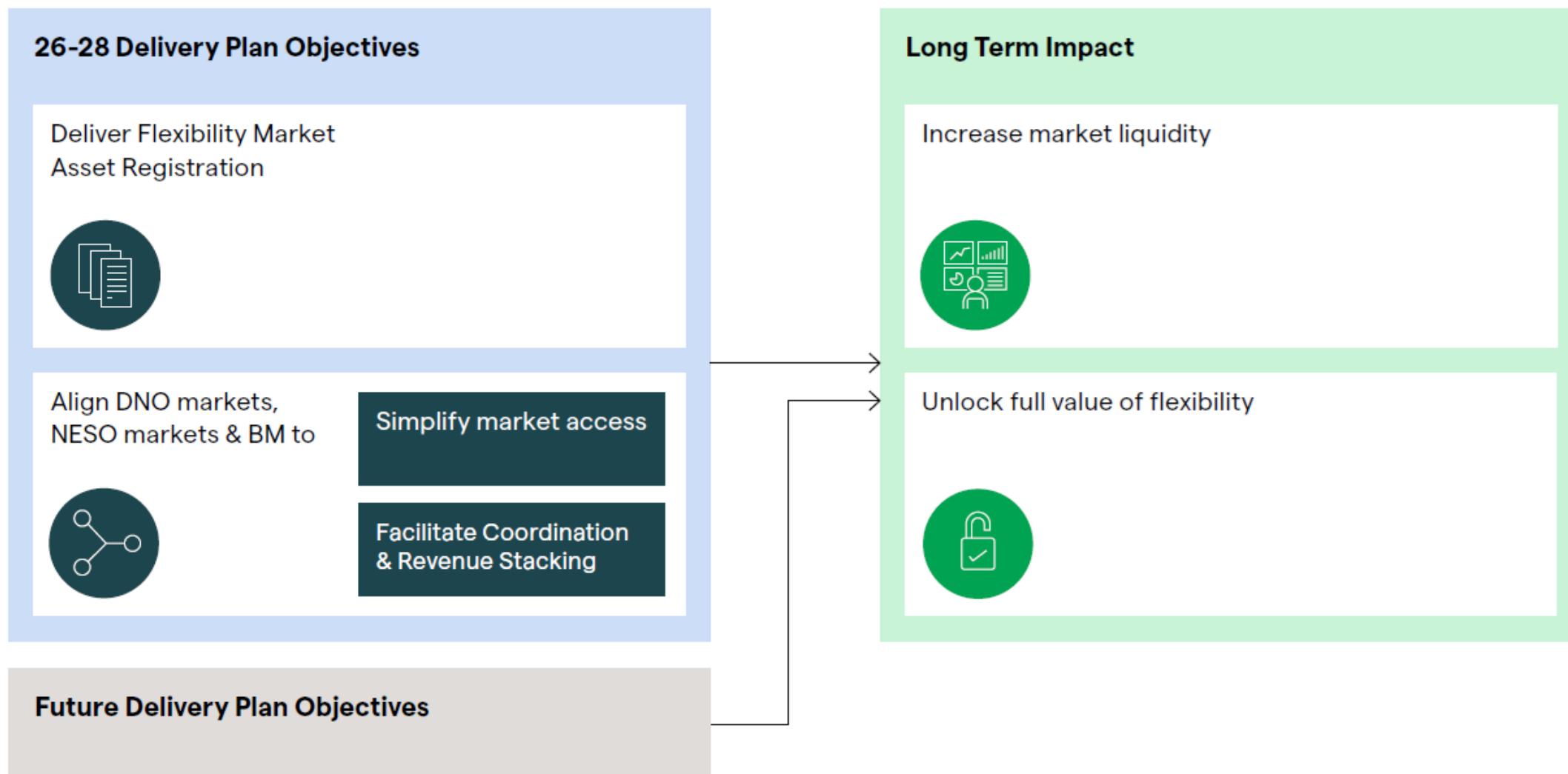


# What is flexibility?

Flexibility refers to **the system's capacity to respond to changes in supply and demand**, to help manage the variability and uncertainty of balancing generation and consumption.



# The aim of the market facilitator



# Flexibility Market Rules



# What is a Flexibility Market Rule?

**Flexibility Market Rules include the common rules, market processes, services and standards that DNOs and NESO are required to adopt and adhere to.**

Elexon is the author and decision maker

The System Operators are licence bound to adhere to them

They are appealable to Ofgem

They will be diverse in their focus. Their key requirements are:

- that they create an obligation on the System Operators
- they are in within the remit and scope of the Market Facilitator

## The Day 1 rules include:

- A set of parameters for defining Sub-markets
- A set of common DNO products
- Common DNO pre-qualification criteria
- Primacy rules
- Minimum requirements for enabling stacking
- A standard baselining methodology for DNOs
- An aligned verification and settlement methodology for DNOs
- A carbon reporting methodology for DNOs
- A standardised end to end process for flexibility services
- A common glossary (enabling the wider rules)

# Key points to note

They don't all apply to all  
System Operators

They have different  
Implementation dates

Innovation trials are  
exempt

They set out if they allow  
derogations

They include requirements  
for data provision

# Who needs to read the Flexibility Market Rules?

As the rules create legally binding obligations on the System Operators, they must be precise.

They can also cover complex topics.

The above limits how simple we can make them.

As such we have built a layered view to understanding them

## Flexibility Market Catalogue:

An overview of the markets and the outcomes of the rules

## Deadline Tracker:

An overview of the requirements coming out of the rules and when they apply

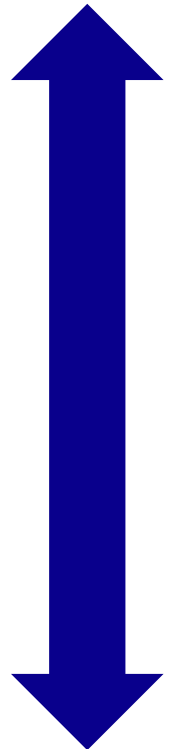
## Summaries:

A concise overview of the key requirements and impacts

## Flexibility Market Rules:

Full legal details including technical and data requirements

Overview



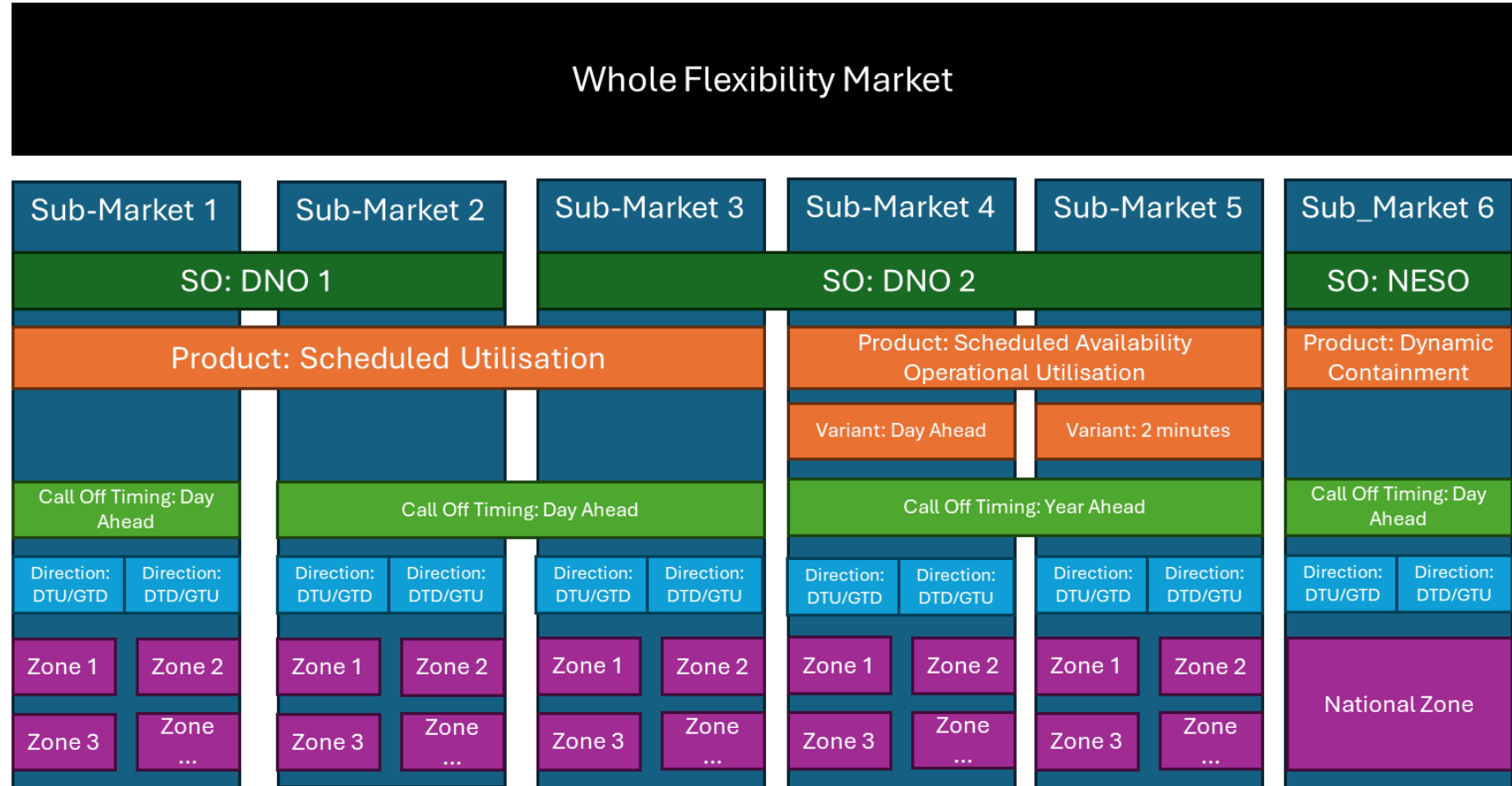
Detail

# Sub-markets

The rules create requirement on System Operators for each of their applicable Sub-markets.

*A Sub-Market means a **specific segment of the overall Flexibility Market**, distinguished by a specific System Operator, procuring a specific Product within a specific time period.*

*A Sub-market may be built of multiple distinct geographic zones, operating in different directions, clearing different volumes at different prices.*



# How to access the rules

The screenshot shows the navigation menu for the Flexibility Markets website. The main header is dark blue with the text 'FLEXIBILITY MARKETS' on the left and 'About', 'Rules & Governance', 'Changes', and 'Com & C' on the right. Below the header, there is a breadcrumb trail: 'Home > > Flex Market Rules'. A 'Filters' box on the left indicates 'No filters available'. The 'Rules & Governance' menu is expanded, showing a list of items: 'Rules & governance', 'Flexibility Market Rules', 'Baseline statement', 'Governance of the market facilitator', and 'Governance documents'.

The screenshot shows the 'FMR-PD - Product definitions V2.1' page. At the top, there is a breadcrumb trail: 'Flexibility Market Rules > > Fmr Pd Product Definitions'. Below this, there are two green buttons: '< PREVIOUS VERSION' and 'NEXT VERSION >'. The main heading is 'FMR-PD - Product definitions V2.1'. Below the heading, the 'Published Date: 17/02/2026' is displayed. There are four interactive elements: 'Other versions' with a document icon, 'Download' with a download icon, 'Defined Terms' with a toggle switch that is turned on, and 'Cross-references' with a toggle switch that is turned on. The main content area has a heading 'Flexibility Market Rule: Product Definitions' followed by two paragraphs: 'Sections 1, 2, 3 and 4 form the legally binding Flexibility Market Rule.' and 'Defined terms capitalised in this document shall have the meaning given in Section 4.' Below this is a box containing a heading 'Summary of Product Definitions Flexibility Market Rule' and a paragraph: 'This section is provided as guidance to the Flexibility Market Rule. Therefore, it is not legally binding and falls outside of the formal change management process.' At the bottom of the box is the heading 'Context'.

# Simplified delivery plan

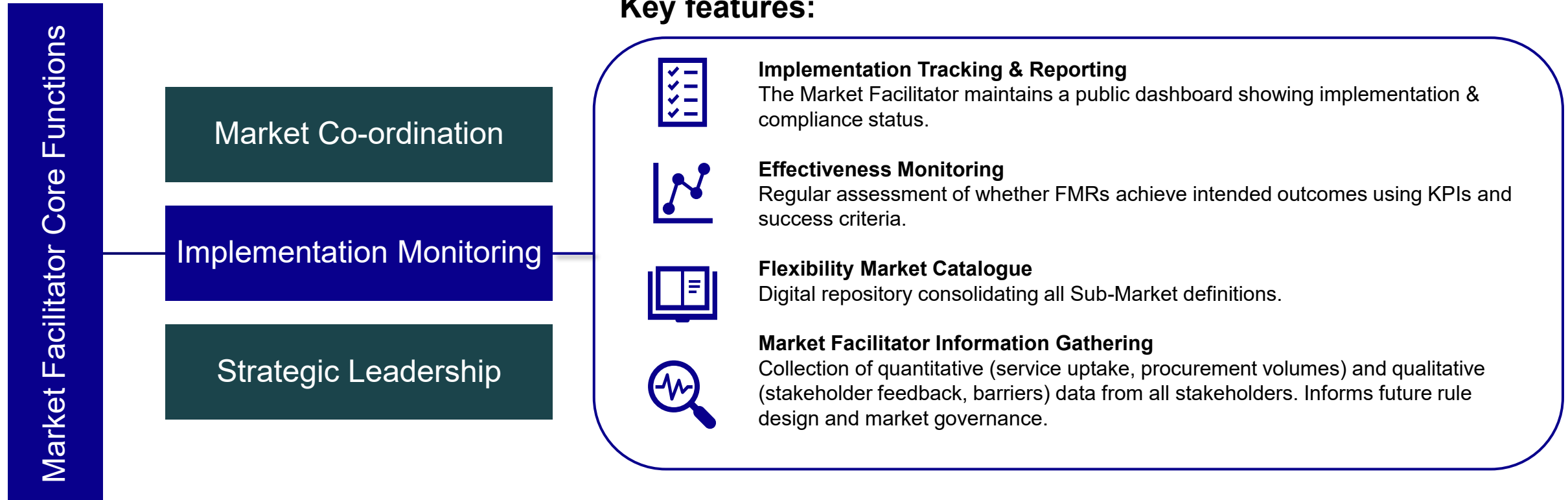
## Drivers, activities and timeline

Driver	2026				2027				2028
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Simplify Access	Align the legal framework								
		Develop a market data portal							
	Increase the frequency of DNO procurement and dispatch data								
			Align NESO and DNO procurement and dispatch data						
					Align DNO competition processes				
	Implement the common Dispatch API for DNOs								
	Include NESO within the common Dispatch API								
Facilitate Coordination & Stacking	Develop a roadmap for market coordination								
	Enable capacity release								
	Implement 'Risk of Conflict' reporting								
Simplify Access and Facilitate Coordination & Stacking	Managing system conflicts and improving access for flexible connections								
	Deliver Flexibility Market Asset Registration (FMAR)								
				Enable consistent re-allocation of assets					
					Align constraint management products				
	Define markets more accurately to support stacking								
	Input into NESO service design								
Enablers	Enhance the Market Facilitator Repository								
	Monitor Implementation								
	Scan horizon and identify barriers								

# Implementation Monitoring



# What is Implementation Monitoring?



One of the three core functions of the Market Facilitator, Implementation Monitoring is the structured process by which the **Market Facilitator ensures System Operators implement and comply with Flexibility Market Rules**

# Where to find trackers and submission templates?

**ELEXON** Services ▾ Programmes Exelon Support Search Exelon

**FLEXIBILITY MARKETS** About ▾ Rules & Governance ▾ Changes ▾ Committees & Groups ▾ Implementation Monitoring ▴

Home > Implementation monitoring

**Implementation monitoring**  
 Implementation and compliance tracker  
 Flexibility market catalogue

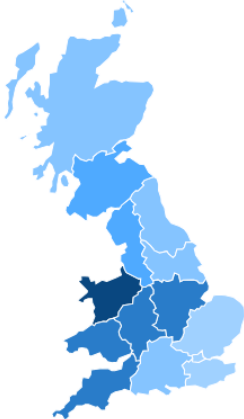
**Sub-Market Search**  
 Search the catalogue for relevant Sub-Markets based on applicable Licence Areas, Asset Response Time and Asset Size.

Total Number of Products: **47**

Minimum Asset Response Time: Enter value in seconds: 0

Minimum Asset Size: Enter value in MW: 1.0

Select Licence Area(s):  
 Use CTRL+Click to select multiple areas

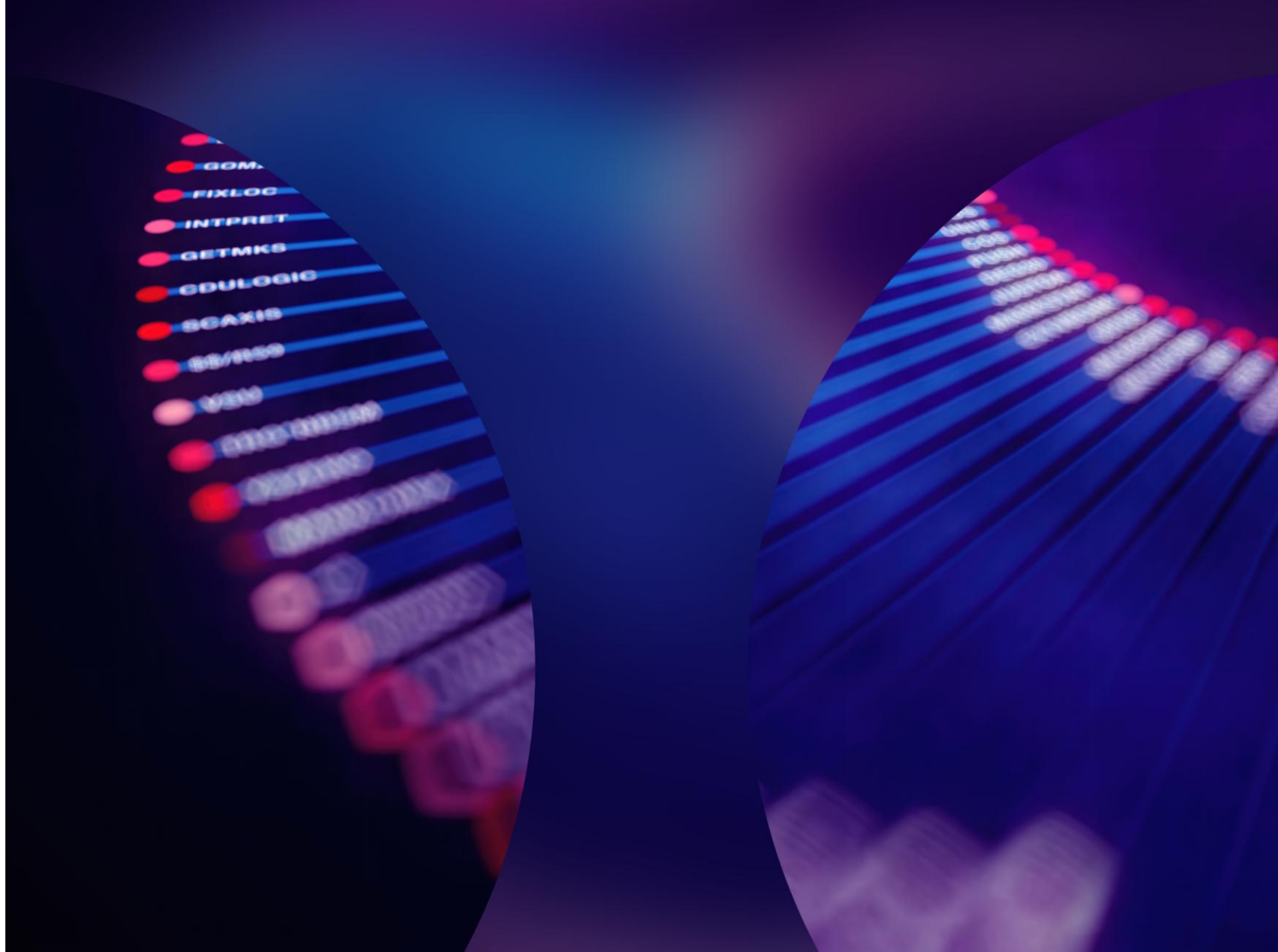


Applicable Areas: All

Sub-Market Name	System Operator	Contract Length	Product	Minimum Delivery (MW)	Minimum Response (h:mm:ss)
All CMZs - SU Winter Ahead	NPg	Month < x <= Year	Scheduled Utilisation (SU)	0.01	
Balancing Reserve	NESO	30 Minutes	n/a	1.00	12:02:
BM	NESO	Unspecified	Other	1.00	1:29:
DFS	NESO	30 Minutes	n/a	1.00	4:00:
Dynamic Containment	NESO	4 Hours	n/a	1.00	12:00:
Dynamic LT	NGED	Greater Than a Year	Other		
Dynamic Moderation	NESO	4 Hours	n/a	1.00	12:00:
Dynamic Regulation	NESO	4 Hours	n/a	1.00	12:00:
Fast Reserve	NESO		n/a	25.00	12:02:
HV - SAOU Month Ahead	NPg	Week < x <= Month	Other	0.01	

1 of 4

# Flexibility Market Asset Register (FMAR)



# What is Flexibility Market Asset Register? (FMAR)

A system of record for assets that participate in flexibility enabled markets



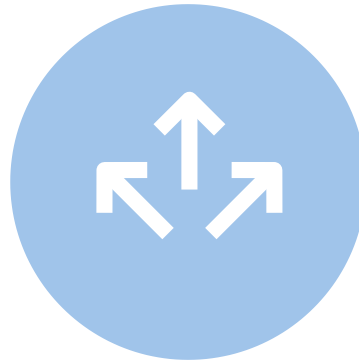
1

FMAR gathers Asset data from System Operators, Market Platforms and Flexibility Providers



2

FMAR data is consumed by System Operators and Market Platforms to validate registrations



3

FMAR data is also made available via the Digital Sharing Infrastructure for other approved uses



4

FMAR simplifies access to flexibility markets



5

FMAR supports prevention of dual counting of Flexibility Asset responses

# Looking ahead – Wider changes impacting the Capacity Market

Kat Gay



# Re-Invention or Evolution?

1

**Pricing Reform**

2

**Connection  
Reform**

3

**Flexibility**

4

**New Technology**

# Reformed National Pricing

## What's happened?

What changed?

- Zonal pricing rejected (2025)
- Single National Wholesale Price retained

But underneath

- Stronger locational investment signals
- Strategic Spatial Energy Plan (SSEP)

Reforms

- Balancing markets (shorter settlement)
- Grid charges (TNUoS)
- Connection costs

## What will happen?

- One price at the surface
- Location shaping decisions underneath.

## Impact on the Capacity Market

- Remains national and largely location-blind
- Investment signals now sit outside
- System must get smarter
- Capacity Market is making changes to keep up

# Connection Reform

Led by National Energy System Operator (NESO) and working closely with:

- Government, Ofgem, Transmission Owners (TOs), Distribution Network Operators (DNOs), and Transmission connected Independent Distribution Network Operators (IDNOs)

“Zombie projects” are being cleared out

Priority will go to **ready, deliverable schemes**

Impact on the Capacity Market:

- Projects more likely to come to fruition
- Decreases Delivery Risk
- Confidence goes up
- And **Prices Fall**



# Evolution of Flexible Technologies

## Capacity Market was built for of:

- Large Thermal plants
- Running for long periods
- Providing steady capacity

## Now

- Battery Storage
- Demand Side Response (DSR)
- Aggregated Flexibility



# What does this mean?



Flexible technologies create a design challenge and raises questions:

- What does capacity mean?
- Two-hour battery storage is same as a gas plant?

Delivery Partners will need to adapt to help answer these questions and how the scheme evolves.



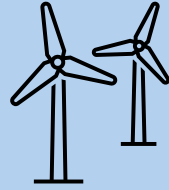
Other considerations:

- More complex de-rating factors
- More granular modelling of System Stress events
- Flexible assets can bid low and in aggregate able to pull prices down.



Will this change the scheme, from securing baseload to enabling flexible technologies at peak hours?

# Technology growth Abundance, meets uncertainty



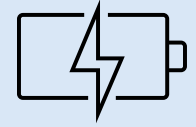
## The UK is rapidly scaling

- Offshore wind – but it doesn't always blow
- Solar – but it doesn't always shine



## Interconnection

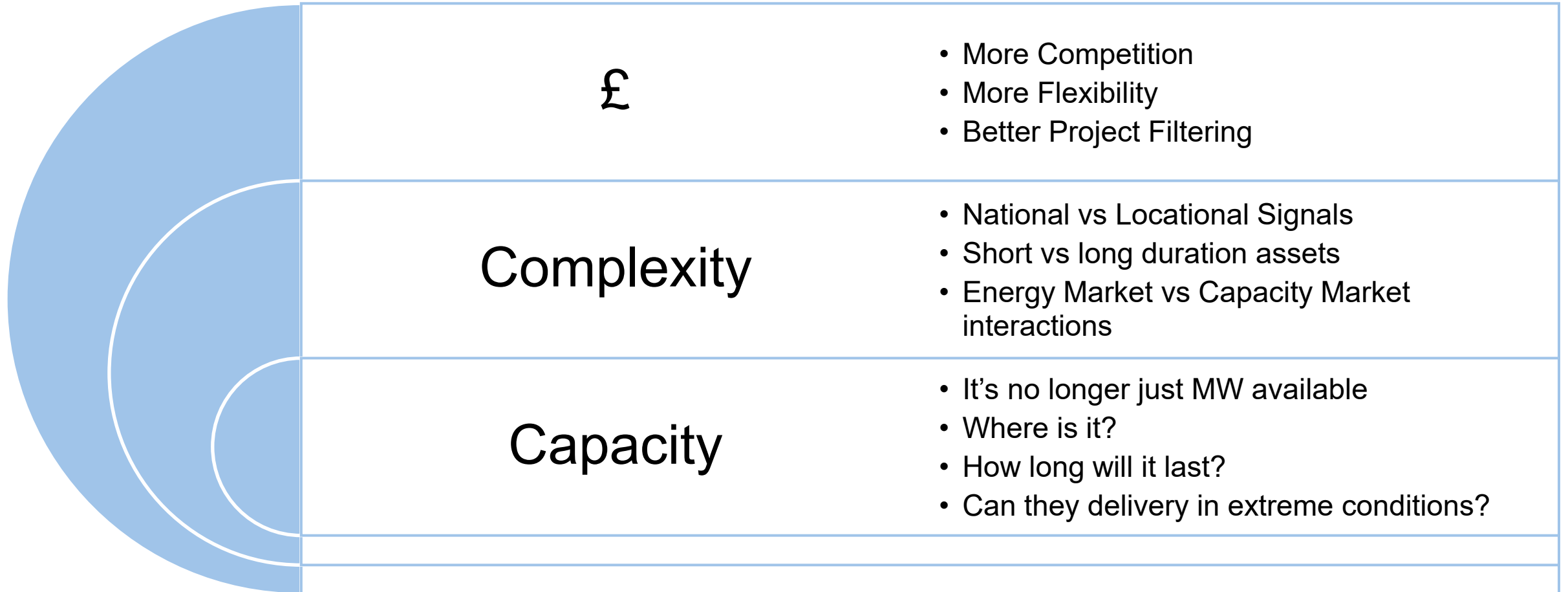
- Sometimes across Europe those things happen at the same time



## Increasingly, attention is shifting

- Dispatchable low-carbon generation
- Hydrogen-ready plant
- Gas with CCS

# The Big Picture



What kind of Capacity Market do we need for a system which is cleaner, more distributed and far less predictable?



# Panel 2

Interactive discussion focused on the future of the Capacity Market, & how we are working together to manage these efficiently.

Add questions via Slido!



**Facilitator:** Kat Gay (EMRS)  
**Speakers:** Ellen McGrath (ESC), Emily Smith (Elexon), Patrick Dossett (Engie), Michael Walters (Engie)

# Strengthening Engagement with Capacity Providers

# How we're engaging with Capacity Providers



## Events

- Pre-Delivery Year Event
- NESO Prequalification Launch Event



## Service Desk

- Monitoring Service Desk reviews & gaining insights
- Reviewing quality of responses on tickets



## Digital Touchpoints

- Website
- LinkedIn
- Monthly Newsletter
- Operational emails



## Clear Guidance & Support

- Step by Step guidance and practical support



## In Person Visits

- Meeting with customers in person to provide support or gather feedback



## User Group

- Gain early insights & provide feedback on changes we're deploying

# How We're Improving Your Experience



## Recent Changes

- 1 Service Desk Portal enhancements
- 2 CM Metering Statement content improvements
- 3 Moved some of our Settlement Data from PDFs to Excel format
- 4 Centralised information on EMRS website
- 5 Created a new 'Metering Deadlines' section in our Settlement Data



## Future Changes

1

Ofgem Statutory Consultation

2

Metering Test submission screen enhancements

3

Global Search on EMRS website

4

Market-wide Half-Hourly Settlement

5

Satisfactory Performance Day automation

# Engage with us

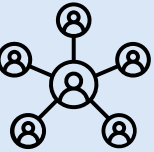
Your engagement helps shape the way we deliver our services, enabling us to continuously improve the experience for Capacity Providers.



Leave us feedback on service desk tickets, highlighting what went well, pain points, or inefficiencies



Engage in one-to-one discussions with our teams to share operational challenges.



Join our User Group to give feedback and suggest improvements based on your experiences.

**Let Molly know if you'd be interested in speaking at one of our events!**

# Summary & Close

Kat Gay