

# Delivering DSO services and benefits over 2023 - 2025

	H1 2023/24		H2 2023/4		H1 2024/25		H2 2024/25	
	DSO delivery	Customers benefitting	DSO delivery	Customers benefitting	DSO delivery	Customers benefitting	DSO delivery	Customers benefitting
<b>FORECASTING AND PLANNING FUTURE NEEDS</b>	Continued enhancement of forecasting, simulation and network modelling to deliver resilience now and in the future.	<ul style="list-style-type: none"> <li>• Consumers</li> <li>• Commercial Businesses</li> <li>• Supply Chain Partners &amp; Innovators</li> </ul>	Adding to the availability of published and regularly updated data for customers, using a range of internal and external data sources and direct measurement. Additions to the existing and future state of the network increase visibility of constraints and opportunities.	<ul style="list-style-type: none"> <li>• Flexibility Participants</li> <li>• Planning Partners</li> <li>• Commercial Businesses</li> </ul>	Visibility of the annual audit on our transparent, robust process for evaluating network solutions that includes a 'flexibility first' approach and whole system perspective.	<ul style="list-style-type: none"> <li>• Consumers</li> <li>• Flexibility Participants</li> <li>• Planning Partners</li> </ul>	Providing comprehensive curtailment information along with the range of options for a flexible connection or opportunities for flexibility services at connection.	<ul style="list-style-type: none"> <li>• Consumers</li> <li>• Flexibility Participants</li> <li>• Planning Partners</li> </ul>
	<p><b>How we're delivering benefits to customers</b></p> <p>Customers can be sure of our network "keeping the lights on"</p> <p>Gives customers visibility of the network at all voltages, providing timely, accurate, and accessible data to help customers plan their opportunities or address their challenges.</p> <p>Customers can be confident that the network is making decisions in their best interests.</p> <p>Customers will be able to make informed decisions and assess financial viability relating to different connection options.</p>							
<b>DEVELOPING A FLEXIBILITY MARKETPLACE</b>	Continual improvement of network visibility, including constraints, along with market engagement to drive supplier growth, inform them of the opportunities and tailor the information to their needs.	<ul style="list-style-type: none"> <li>• Flexibility Participants</li> <li>• Planning Partners</li> <li>• Commercial Businesses</li> </ul>	Simple, clear and standardised processes for our flexibility services, with published timelines and outcomes, facilitate our forecast increase in volume.	<ul style="list-style-type: none"> <li>• Flexibility Participants</li> <li>• Planning Partners</li> <li>• Supply Chain Partners &amp; Innovators</li> </ul>	Improving information for LCT connections at lower voltages - expanding our self-service quotations for EVs to heat pumps and rooftop solar and providing clear information on likely curtailment and available connection options.	<ul style="list-style-type: none"> <li>• Consumers</li> <li>• Planning Partners</li> <li>• Supply Chain Partners &amp; Innovators</li> </ul>	Expanding market liquidity through new products and services for both demand and generation, and offering targeted education and support for new participants.	<ul style="list-style-type: none"> <li>• Flexibility Participants</li> <li>• Planning Partners</li> <li>• Commercial Businesses</li> </ul>
	<p><b>How we're delivering benefits to customers</b></p> <p>Helping customers understand, identify and value opportunities to provide flexibility and grow flexibility service providers.</p> <p>Customers can be confident in the process to sign up to provide flexibility services.</p> <p>Customers will know up-front what access they will have to the network, and immediate confirmation relating to connecting an EV.</p> <p>Increasing knowledge levels drives a growth in new entrants and improves the market's liquidity and cost effectiveness.</p>							
<b>DELIVERING NETWORK FLEXIBILITY</b>	Flexibility starting to be used at scale, along with network assets, to maintain high levels of resilience.	<ul style="list-style-type: none"> <li>• Consumers</li> <li>• Flexibility Participants</li> <li>• Planning Partners</li> </ul>	Increased alignment with other network/system operators to deliver a consistent approach to system security, including sharing information on the flexibility we plan to dispatch.	<ul style="list-style-type: none"> <li>• Consumers</li> <li>• Flexibility Participants</li> <li>• System &amp; Network Operators</li> </ul>	Further operational data made available to support network users improving visibility of the network with sight of close to real-time operability constraints.	<ul style="list-style-type: none"> <li>• Flexibility Participants</li> <li>• Planning Partners</li> <li>• System &amp; Network Operators</li> </ul>	Enhanced sharing of real-time data with other network/system operators to help avoid conflicting actions and facilitate stacking of services.	<ul style="list-style-type: none"> <li>• Flexibility Participants</li> <li>• Supply Chain Partners &amp; Innovators</li> <li>• System &amp; Network Operators</li> </ul>
	<p><b>How we're delivering benefits to customers</b></p> <p>Customers can be sure of our network "keeping the lights on"</p> <p>It is clear for customers to know what happens to their flexibility asset in last resort scenarios.</p> <p>Customers can improve their planning by knowing in advance when they might be constrained.</p> <p>Avoiding conflicting actions being taken by other network/system operators.</p>							

Access our *DSO Action Plan* here

