

July 2026

# Responder Flexibility Fact Sheet

V1.1

nationalgrid ► DSO



## What is Responder?

**Responder** is a new flexibility service that National Grid DSO is currently trialling. It is designed to reduce the network risk during severe weather events by asking customers to use electricity earlier, instead of during forecasted storm periods.

During severe weather events such as storms, parts of the network can be damaged. To keep supplies on, we may need to run the network in different ways than normal. While this helps keep the lights on, these arrangements can increase stress on otherwise healthy assets that would not usually carry load. Although our network is designed to be resilient, such exceptional conditions can cause unforeseen risks that flexibility services can help to mitigate.

Bringing forward customer demand includes actions such as heating their home, running their washing machine or by charging their electric vehicle, home appliances or home battery. By completing these activities ahead of a storm, customers can help reduce demand on the network during critical periods, lowering the risk to infrastructure. At the same time, this approach can support customers prepare for potential power outages, for example, by ensuring vehicles are charged and ready for use or homes are pre-heated.

**By shifting demand ahead of potential network disruptions, Responder can help:**

- ✓ **Reduce stress on the electricity network during restoration activities**
- ✓ **Unlocks alternative network configurations during fault conditions**
- ✓ **Improve customer preparedness ahead of incoming storms**

## Product design

**Responder** has been developed by building on the existing **Operational Utilisation (OU)** product, with only small targeted changes to meet the specific requirements of this use case. By building on the existing product structure, we have kept the service familiar to Flexibility Service Providers (FSPs) to reduce complexity whilst aiding participation.

Unlike traditional flexibility services that are procured for a specific Constraint Management Zone (CMZ), **Responder** is procured across the whole network with no locational restrictions. This broader approach allows us to access flexibility wherever it is needed and enables rapid intra-day access to **demand turn-up (DTU)**. In turn, this provides a practical and controllable way to support network resilience, particularly during severe weather events when conditions are uncertain and difficult to forecast.

| Product Summary Table                   |                                                                                                  |
|-----------------------------------------|--------------------------------------------------------------------------------------------------|
| <b>Product</b>                          | Operational Utilisation (OU)                                                                     |
| <b>Service Direction</b>                | Demand Turn-Up (DTU)                                                                             |
| <b>Delivery Window</b>                  | 8pm – 12pm                                                                                       |
| <b>Delivery Months</b>                  | September 2026 – March 2027                                                                      |
| <b>Locations</b>                        | Across all our network, not restricted to CMZs                                                   |
| <b>Capacity Threshold</b>               | No threshold, both LV and HV connected assets can participate                                    |
| <b>Eligibility</b>                      | Registration can only be made for energised demand and storage assets (more detail below in FAQ) |
| <b>Minimum Delivery Time Period</b>     | Assets or asset group must be able to deliver for a minimum of 30 mins                           |
| <b>Network Constraint Voltage Level</b> | High Voltage (HV)                                                                                |
| <b>Pricing</b>                          | Pay-as-clear, £1200/MWh ceiling                                                                  |
| <b>Payment Structure</b>                | Utilisation only (£/MWh)                                                                         |
| <b>Metering Requirement</b>             | Minute-by-minute or half-hourly data                                                             |
| <b>Dispatch Notification</b>            | 10 hours ahead (see further information in FAQ)                                                  |
| <b>Dispatch Start Instruction</b>       | 15 minutes ahead (see further information in FAQ)                                                |

## How it works

- 1** Weather forecasting identifies storm
- 2** FSPs will receive a 10 hour ahead notice instruction, which will be at 10am on the day of delivery
- 3** FSPs will then receive a dispatch start signal 15 mins ahead of delivery
- 4** Demand is brought forward, reducing demand during storm response
- 5** Additional network reconfiguration options are unlocked, allowing restoration to customers impacted by the storm

## Procurement timeline

We are procuring during the summer of 2026 for delivery from 1<sup>st</sup> September 2026 to 31<sup>st</sup> March 2027. We will be hosting a Webinar on the 23<sup>rd</sup> July to talk through the service, and FSPs can also request an appointment for a 1-2-1 meeting with the team to discuss participation.

|                               |                                                          |                                                 |                                                                      |
|-------------------------------|----------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------|
| W/C 6 <sup>th</sup> July      | Requirements published on <a href="#">Data Portal</a>    |                                                 |                                                                      |
| W/C 20 <sup>th</sup> July     | Requirements published on <a href="#">Market Gateway</a> |                                                 |                                                                      |
| 27 <sup>th</sup> July         | Trades open in <a href="#">Market Gateway</a>            | 23 <sup>rd</sup> July 10am                      | On Track to Trade Responder Webinar Register <a href="#">HERE</a>    |
| 28 <sup>th</sup> August       | Trades close                                             | 27 <sup>th</sup> July – 10 <sup>th</sup> August | On Track to Trade – Surgeries <a href="#">Request an appointment</a> |
| W/C 7 <sup>th</sup> September | Trade awards announced                                   | W/C 14 <sup>th</sup> September                  | Trade results published on <a href="#">Data Portal</a>               |

## FAQ

|                                                                                                   |                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Is this tender separate to your current Day-Ahead and Long-Term procurement round?                | Yes, this is a separate stand-alone tender. We procure flexibility in our annual long-term tender opening in autumn, and in our day-ahead market. This may change in the future following this use case trial.                                            |
| Where can I find requirements for Responder?                                                      | Requirements will be published W/C 6 <sup>th</sup> of July on our <a href="#">Data Portal</a> . If participating direct then requirements will also be visible from W/C 20 <sup>th</sup> of July under the Trades section in your Market Gateway account. |
| Will you be publishing results for Responder?                                                     | Yes, the tender results will be published on our <a href="#">Data Portal</a> after trades are awarded.                                                                                                                                                    |
| What is the delivery window?                                                                      | The delivery window is between 8pm – 12pm (4 hours).                                                                                                                                                                                                      |
| I cannot commit the whole 4-hour service window, is partial availability allowed within a window? | Yes, you can self-define your availability per half hour in your Trade Response in your Market Gateway account.                                                                                                                                           |
| Is Responder demand turn-up only?                                                                 | Yes, as this service is designed to encourage consumers to bring forward their energy usage, this is a demand turn up only requirement.                                                                                                                   |
| Will LV and HV be treated the same?                                                               | Yes, although the network constraint is at HV, we can utilise both HV and LV assets.                                                                                                                                                                      |

|                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Can part of the capacity of my unit be accepted?                                                                  | No, partial acceptance isn't supported at present. Clearing is applied on an 'all-or-nothing' basis.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Can this opportunity stack with the SAOU/SU/OU contracts I already have?                                          | Yes, each product bid will be assessed, selected and settled separately, creating an additional revenue stream.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Can we still use API for dispatch?                                                                                | Yes, dispatch API detail can be found <a href="#">HERE</a> . We would like to encourage you to move to V2 dispatch API where possible. If you would like to opt-out of API then we can also configure your account to respond manually, please contact the Flexibility Commercial Team for more information if you would like to opt-out of API integration as it is not mandatory.                                                                                                                                                                                                                                                                                                                   |
| Do I need to respond to your API dispatch signal?                                                                 | If you choose to receive API signals, you will receive a dispatch notice instruction 10 hours ahead, and an additional dispatch start API signal 15 mins prior to delivery. If you make use of the dispatch start API, you will need to send an acknowledgement response signal back via API to confirm your response and trigger payment mechanisms. Alternatively, if you would rather trigger starting of service delivery in your own systems, it is possible to opt-out of the API start signal. If you wish to opt-out, please contact the Flexibility Commercial Team for more information. If you have opted out, then you will only receive the notice instruction 10 hours ahead via email. |
| How can I identify both data and instructions relating to Responder if it is not using the normal format of CMZs? | We have set up 4 'dummy' CMZ codes which correspond to our 4 distribution areas. All our data and instructions will be in the same format as existing data, but will show one of these 4 dummy CMZs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| What if we bid in, win an award, but cannot deliver?                                                              | Providers should declare any unavailability in advance in accordance with the Flexibility Agreement. If a provider fails to deliver when instructed, there is currently no separate financial penalty. However, non/ under-delivery will affect performance assessment and the payment received. The OU payment mechanic includes a 10% grace factor and 2% under delivery clawback, more information can be found <a href="#">HERE</a> (section 2.4).                                                                                                                                                                                                                                                |
| Can I enter with assets that are already registered?                                                              | Yes. As this service is open to assets across our network area, we anticipate a high number of asset entry. If you are looking to enter with existing assets, please ensure that you still have ownership of the assets. If you are looking to register new assets, please do this as far in advance as possible so there is time to validate and approve. Please be aware that for new FSPs there is also a 10 day stand still period following on from Commercial Qualification where you will not be eligible to take part in trade opportunities.                                                                                                                                                 |

| Is this for domestic assets only?                       | No, please see asset eligibility table below; <table><tr><th>Asset Scale</th><th>Technology Type</th><th>Eligible Y/N</th></tr><tr><td>Domestic</td><td>Schedulable Generation</td><td>N</td></tr><tr><td>Domestic</td><td>Intermittent Generation</td><td>N</td></tr><tr><td>Domestic</td><td>Storage</td><td>Y</td></tr><tr><td>Domestic</td><td>Heat Pump</td><td>Y</td></tr><tr><td>Domestic</td><td>EV Charger DSR</td><td>Y</td></tr><tr><td>Domestic</td><td>EV Charger V2G</td><td>N</td></tr><tr><td>Domestic</td><td>Flexible Site Demand</td><td>Y</td></tr><tr><td>I&amp;C</td><td>Schedulable Generation</td><td>N</td></tr><tr><td>I&amp;C</td><td>Intermittent Generation</td><td>N</td></tr><tr><td>I&amp;C</td><td>Storage</td><td>Y</td></tr><tr><td>I&amp;C</td><td>Heat Pump</td><td>Y</td></tr><tr><td>I&amp;C</td><td>EV Charger DSR</td><td>Y</td></tr><tr><td>I&amp;C</td><td>EV Charger V2G</td><td>N</td></tr><tr><td>I&amp;C</td><td>Flexible Site Demand</td><td>Y</td></tr></table> | Asset Scale  | Technology Type | Eligible Y/N | Domestic | Schedulable Generation | N | Domestic | Intermittent Generation | N | Domestic | Storage | Y | Domestic | Heat Pump | Y | Domestic | EV Charger DSR | Y | Domestic | EV Charger V2G | N | Domestic | Flexible Site Demand | Y | I&C | Schedulable Generation | N | I&C | Intermittent Generation | N | I&C | Storage | Y | I&C | Heat Pump | Y | I&C | EV Charger DSR | Y | I&C | EV Charger V2G | N | I&C | Flexible Site Demand | Y |
|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|--------------|----------|------------------------|---|----------|-------------------------|---|----------|---------|---|----------|-----------|---|----------|----------------|---|----------|----------------|---|----------|----------------------|---|-----|------------------------|---|-----|-------------------------|---|-----|---------|---|-----|-----------|---|-----|----------------|---|-----|----------------|---|-----|----------------------|---|
| Asset Scale                                             | Technology Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Eligible Y/N |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| Domestic                                                | Schedulable Generation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | N            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| Domestic                                                | Intermittent Generation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | N            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| Domestic                                                | Storage                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Y            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| Domestic                                                | Heat Pump                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Y            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| Domestic                                                | EV Charger DSR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Y            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| Domestic                                                | EV Charger V2G                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | N            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| Domestic                                                | Flexible Site Demand                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Y            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| I&C                                                     | Schedulable Generation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | N            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| I&C                                                     | Intermittent Generation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | N            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| I&C                                                     | Storage                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Y            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| I&C                                                     | Heat Pump                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Y            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| I&C                                                     | EV Charger DSR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Y            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| I&C                                                     | EV Charger V2G                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | N            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| I&C                                                     | Flexible Site Demand                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Y            |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |
| Who do we contact for settlement and invoicing queries? | Flexibility Commercial Team<br><a href="mailto:nged.flexiblepower@nationalgrid.co.uk">nged.flexiblepower@nationalgrid.co.uk</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |              |                 |              |          |                        |   |          |                         |   |          |         |   |          |           |   |          |                |   |          |                |   |          |                      |   |     |                        |   |     |                         |   |     |         |   |     |           |   |     |                |   |     |                |   |     |                      |   |

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