

Public

Ref: FOI/25/038

National Energy System Operator

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InformationRights@neso.energy

26 June 2025

Dear requester

Request for Information

Thank you for your request for information which we received on 29 May 2025. Your request has been considered under the Freedom of Information Act 2000 (FOIA).

Request

You asked us for:

1. *The specific areas of responsibility for each OEC member*
2. *A structure chart down to a head of level with a brief description of their roles and responsibilities*
3. *Key points of contact for different NESO functions and workstreams*
4. *Guidance on how industry stakeholders should engage with NESO on various topics*

Our response

We confirm that we hold information in scope of your request.

1. *The specific areas of responsibility for each OEC member*
2. *A structure chart down to a head of level with a brief description of their roles and responsibilities*

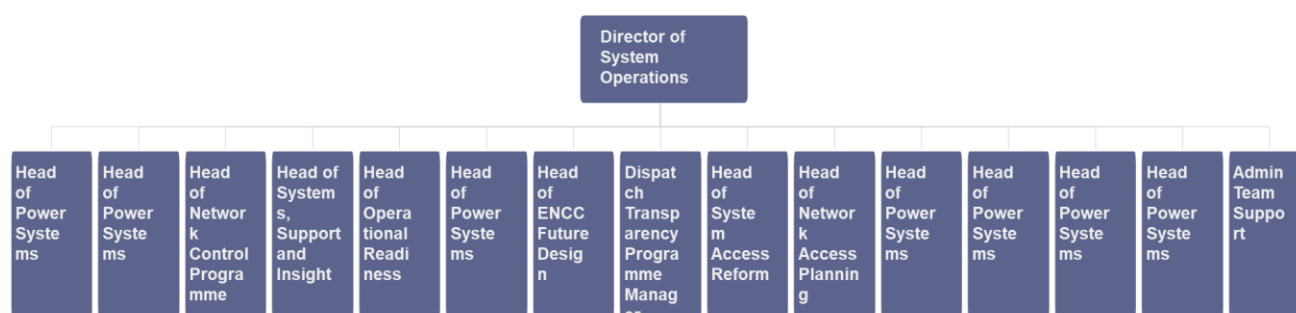
Information on NESO's Executive Leadership Team is available here: [Executive Leadership Team | National Energy System Operator](#) .

Please see below the structure charts, as at the date of this response, showing directors and their direct reports, for NESO's operational directorates (led by members of Operations Executive Committee), including a description of each directorate.

Section 40(2) of the FOIA provides an exemption for information where disclosure would breach any of the principles in the UK General Data Protection Regulations (GDPR). We have determined that the disclosure of individuals' personal data would be in contravention of principle (a) of the UK GDPR as such processing would not be lawful, fair or transparent. We are unable to identify a lawful basis for the processing of this personal data and do not believe that individuals would expect their personal data to be made available in this manner i.e., in a public disclosure in response to a Freedom of Information Request. Although we recognise that there is unlikely to be harm or distress caused by the disclosure, we do not believe that there is a legitimate public interest in disclosing the names of individuals holding positions below the level of Director. NESO has a 'Contact Us' section publicly available on our website which includes team email addresses for enquiries and a Customer Service team who are able to triage requests from Customers. We are therefore providing the corporate structures with job titles only.

Section 21 of the FOIA provides an exemption for information that is reasonably accessible by other means. The names of Operations Committee members are available through the link provided above.

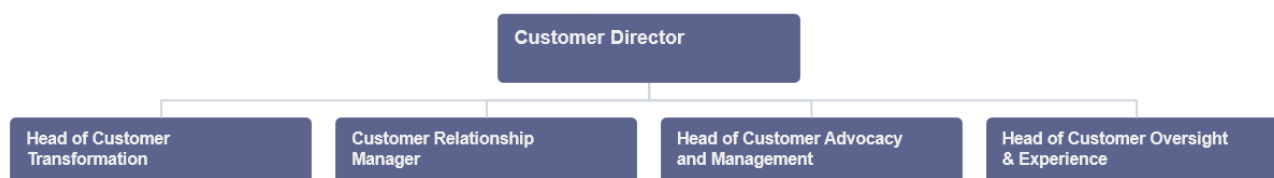
- **Systems Operations** oversee the operation of the Transmission network, and includes the Electricity National Control Centre:
[Systems Operations | National Energy System Operator](#)



- **Strategic Energy Planning** take a strategic long-term approach to planning, identifying whole energy system needs and ensuring that the system can be designed and built accordingly:
[Strategic Planning | National Energy System Operator](#)



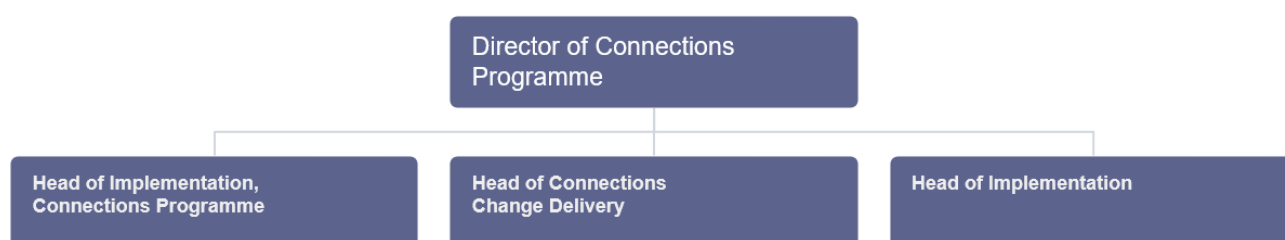
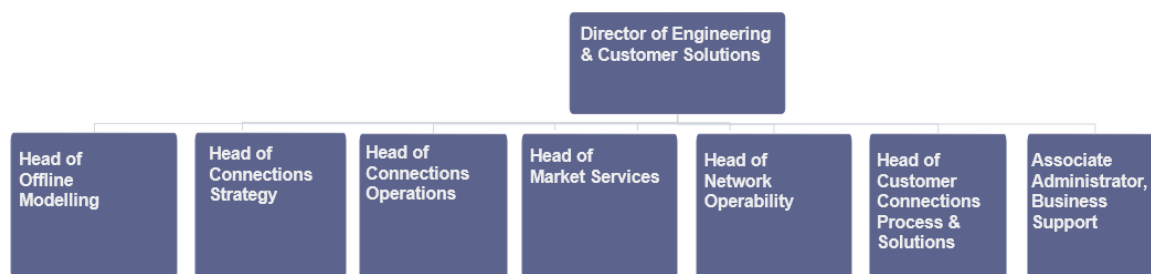
- **Customer:** [Contact us | National Energy System Operator](#)



- **Markets** teams work to deliver competitive, coordinated and coherent energy markets that result in the most cost-efficient energy system and the tools and services to operate in a low-carbon energy landscape:
[Energy Markets | National Energy System Operator](#)

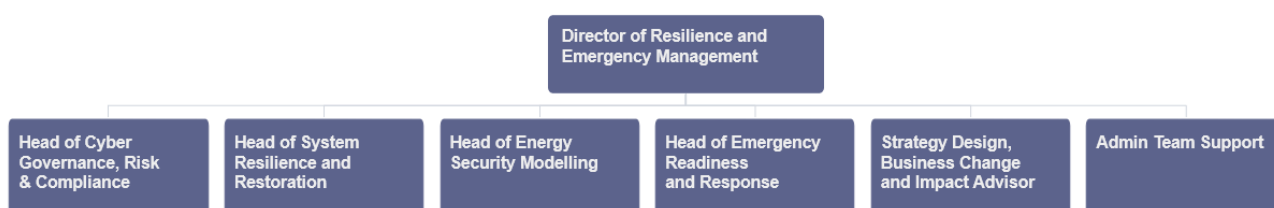


- **Engineering & Customer Solutions, including Connections** deliver system connections for generation and demand projects, provide access to markets, and maintain an operable and secure system. For information on Connections and Connections Reforms please visit these pages: [Connections | National Energy System Operator](#) and [Connections Reform | National Energy System Operator](#)

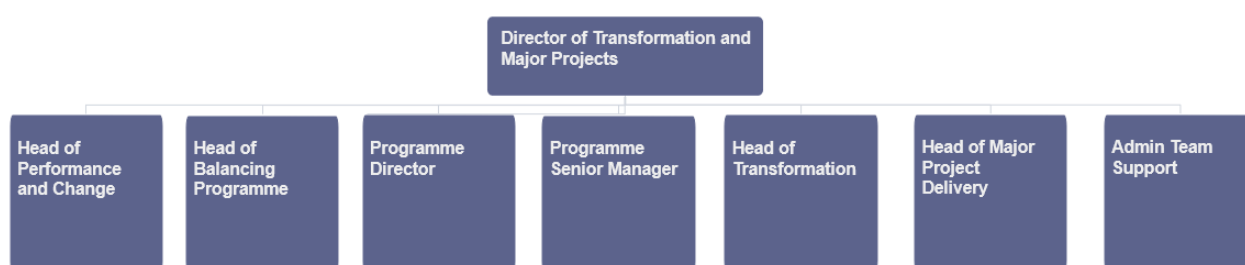


- **Resilience & Emergency Management** provide whole system coordination and analysis for system resilience and preparation for emergencies across the Great Britain energy industry:

[Resilience & Emergency Management | National Energy System Operator](#)



- **Transformation & Major Projects** are responsible for overseeing major projects and transformation initiatives. Projects include Balancing Systems, and Performance and Change.



3. *Key points of contact for different NESO functions and workstreams*
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Key contacts are available on the NESO external website: [Contact us | National Energy System Operator](#). Information on commonly asked questions is available via the [Help Centre](#).

Freedom of Information requests are for recorded information held at the time of the request. NESO does not hold recorded information on 'how industry stakeholders should engage with NESO'.

All customers are encouraged to access the Help Centre and use the appropriate contacts provided in the key contacts website. If the required information or contact cannot be found, the Customer Support Team can be contacted via box.customerservice@neso.energy or by telephone on 0800 464 3621.

This concludes our response to your request.

Next steps

You can ask us to review our response. If you want us to carry out a review, please let us know within 40 working days and quote the reference number at the top of this letter.

If you are still dissatisfied after our internal review, you can complain to the Information Commissioner's Office (ICO). You should make complaints to the ICO within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints. Alternatively, they can be contacted at: Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Thank you for your interest in the work of the National Energy System Operator (NESO).

Regards,

The Information Rights Team, National Energy System Operator (NESO)