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NESO Technology Advisory Council

TAC-19

Date: 06/06/2025 **Location:** Virtual
Start: 09:00 **End:** 12:30

All material from the meeting can be found on the NESO Technology Advisory Council website:
<https://www.neso.energy/about/our-people/nesos-stakeholder-groups/neso-technology-advisory-council-tac>

Participants

| Attendee | Attend/Regrets | Attendee | Attend/Regrets |
|----------------------------------|----------------|-------------------------|----------------|
| Eric Brown (Chair) | Attend | Anthony Riding | Attend |
| Cameron Shade (Facilitator) (CS) | Attend | Andy Hadland | Attend |
| Shubhi Rajnish (SR) | Attend | Alex Waslin | Attend |
| Joseph Stepney | Attend | Chris Dent(CD) | Attend |
| Alastair Martin | Attend | Simon Pearson | Regrets |
| James Houlton | Attend | David Sykes | Regrets |
| Kate Garth | Attend | Gareth Hislop | Regrets |
| Naomi Baker | Attend | Alvaro Sanchez-Miralles | Attend |
| Carolina Tortora | Regrets | Fred Drewitt | Regrets |
| Teodora Kaneva | Regrets | Jo-Jo Hubbard | Attend |
| Melissa Stark | Regrets | | |

For specific Agenda Items

Mohamed Al-Shakarchi Daniel Delgado Mayank Jha Keith Trilloe

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Agenda

| # | Topic | |
|-----|---|-----------------|
| 1. | Welcome & Apologies | Eric Brown |
| 2. | Minutes of last meeting and matters arising | Eric Brown |
| 3. | Feedback from the last meeting | Cameron Shade |
| 4. | TAC membership and TOR | Eric Brown |
| 5. | Digital Strategy | Joseph Stepney |
| 6. | AI operating model and roadmap | Mo Al-Shakarchi |
| 7. | Clean Power 2030 Delivery Tracker | Daniel Delgado |
| 8. | Open Balancing Platform Update | Mayank Jha |
| 9. | Subgroups update | Cameron Shade |
| 10. | Next meeting | Eric Brown |
| 11. | AOB | Eric Brown |

Decisions and Recommendations

| # | |
|----|--|
| 1. | <p>Welcome & Apologies</p> <p>The chair welcomed all with the standard round of introductions.</p> |
| 2. | <p>Minutes of last meeting and matters arising</p> <p>There were no further comments on the minutes from the last meeting. All outstanding actions were discussed and updated.</p> |
| 3. | <p>Feedback from the last meeting</p> <p>Feedback received from the previous meeting were discussed, highlighting actions since that meeting and further points were shared by the TAC.</p> <ul style="list-style-type: none"> • Sector Digitalisation was discussed suggesting the sessions were oversubscribed. A member of the TAC expressed interest if it came back at a future TAC session. • TAC suggested the volume of Data related industry events are difficult to understand due to similar names and an unclear purpose. Industry participants have fed back concern over increasing costs based on duplication of effort. <ul style="list-style-type: none"> ○ NESO suggested this could be reviewed for overlap as part of the Sector Digitalisation work. |
| 4. | <p>TAC membership and TOR</p> <p>Updates to the terms of reference (TOR) and the need to refresh the TAC membership were discussed with TAC being encouraged to submit suggestions for new members particularly considering NESOs wider remit.</p> |
| 5. | <p>Digital Strategy</p> |

The update plans for the Digital Strategy and Action Plan was presented, based on feedback from the TAC subgroup as a modular, iterative update and alignment to the future Corporate Strategy.

- Key updates included the integration of the BP3 plan, the role as interim coordinator for the DSI, and alignment with customer, AI, and Data strategies.
- Based on feedback the strategy is now modular, with unchanged sections clearly indicated for ease of reading which received praise from TAC with feedback that including what led to changes can almost be more useful than what actually changed.
- Focus was placed on creating digital charters for each directorate informed by the Digital Quotient Survey, ensuring progress on NESOs digital mindset ambitions.
- Feedback from TAC members suggested the need for clear communication of the strategy's evolution, emphasizing what had been learned and what changes were made.
- NESO stressed the importance of aligning the digital strategy with the broader corporate strategy and Sector Digitalization Plan.
- The discussion also touched on the role of AI in the strategy, with a focus on building trust and ensuring human oversight in decision-making processes.
- There was a conversation on DNO's lacking visibility on specific voltage information and an action was taken to discuss prior to the September meeting.
- TAC praised the iterative approach to updating the strategy, with an ask for continuous engagement and feedback from TAC members to ensure alignment with industry needs and expectations.
- The next major update is planned for December which will incorporate feedback and aligning with the corporate strategy and Sector Digitalization Plan.
- TAC reiterated earlier points on the number of Digital and Data initiatives across the industry and the importance of clearly identifying the relationship between them.

6. AI operating model and roadmap

The AI target delivery operating model and roadmap were outlined, focusing on scaling AI and creating an AI ecosystem. The presentation covered the North Star goals, key focus areas, and the importance of building trust and adoption within the organization.

- Integration of AI across system planning, operations and customer interactions was discussed, aiming to enhance decision-making and efficiency.
- TAC asked about the aspiration of global influence of NESO's AI initiatives. NESO clarified that while their primary focus is on GB, the hope is to share their learnings and influence global AI adoption in the energy sector.
- The strategy aimed to inform 100% critical decisions and embed AI in all new activities. TAC suggested to focus on automation first to solve adoption challenges. NESO reiterated their commitment to an automation-first approach while ensuring human oversight in decision-making processes.
- TAC discussed the potential for AI to embed existing biases based on the training materials. NESO highlighted the importance of continuous engagement and feedback to align with industry needs and expectations. There is a fine line as those biases will build confidence in the short term but need to be unbiased in the long term.
- TAC asked how NESO can address any worries people have about AI. NESO explained that the focus is on augmenting human capabilities and providing necessary training on how to interact with AI. Technology cannot deliver by itself you need people and expertise to get the correct outcomes.
- There was a brief discussion on how big data centres are being tackled related to this with the answer being an impact analysis having taken place for the governments 50 recommendations on AI hubs.
- TAC highlighted the need for continuous improvement and iteration in AI models. NESO agreed and discussed their iterative approach to refining AI models based on feedback and real-world application.
- There was interest in the role of AI in enhancing customer experiences. NESO highlighted their efforts to apply AI in customer interactions to improve service delivery and satisfaction.

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- TAC asked about the potential for AI to improve operational efficiency and decision-making. NESO spoke about their focus on using AI to optimise operations and support critical decision-making processes.
- TAC said there is a need for clear metrics and KPIs to measure AI impact. NESO agreed and mentioned their efforts to establish clear metrics to track the effectiveness and impact of AI initiatives.
- There was a discussion on technology partners and how AI will influence their commercial models, changing relationships and how that will impact NESO.

7. Clean Power 2030 Delivery Tracker

The development of a digital solution to monitor and report on the progress of network projects related to Clean Power 2030 was presented. The solution aims to provide a single source of truth, improve data governance and enable better decision-making.

- TAC suggested this is useful for people with powerBI knowledge and to get the most use out of it you need someone with those skills. NESO confirmed the analysis and insights is only at the start of the journey and will support downloading of the data for others to do their own analysis against.
- TAC suggested integration and dependencies between projects maybe where the issues occur for Clean Power 2030 not in the individual projects. NESO has plans to connect to connections queue data to assess dependencies and risks.
- NESO are at the stage of trying to understand what other analytics could be useful from this and which other data sets would be useful to include.
- TAC wanted to understand the tracker's role in the broader Clean Power 2030 context. NESO confirmed that it is an enabler for Mission Control which NESO have tried to assist with digital tooling to providing necessary data and insights.

8. Open Balancing Platform Update

New capabilities of the Open Balancing Platform including real-time predictions and constraint management were presented. Moving on to the progress made in integrating non-BM services and the upcoming milestones for the platform.

- There was a discussion on real-time predictions, which included real-time demand predictions based on metadata, enhancing the control room's ability to visualize the gap curve and make informed decisions.
- The integration of enhanced visibility of constraint management was addressed, allowing manual instructions to increase the volume of dispatches through OBP.
- The implementation of clock change capability was noted, addressing challenges related to time changes and improving the functionality.
- The highest number of dispatches in a single day was achieved recently, with 60% delivered through OBP.
- The published roadmap was reviewed, highlighting key features and milestones.
- Feedback was given by TAC members, suggesting the inclusion of more details on constraint management and the national optimizer in the next industry event.
- TAC were asked for feedback on whether the roadmap was in line with expectations of the market or if there was anything to take away and think about.
 - TAC said people are interested in the national optimiser and how it will be integrated or work with this platform. NESO will prepare for the conversation at the next industry event.

9. Subgroups Update

Updates on the digital and data strategy subgroup and the control room of the future subgroup were provided. The digital and data strategy subgroup discussed the digital quotient survey and the development of digital charters. The control room of the future subgroup focused on the interoperability of control rooms and the integration of distributed energy resources.

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- Feedback was given on the control room of the future being a valuable subgroup but the cadence may need to change. There was also a suggestion that the subgroup chair come to the main TAC session where appropriate.
- There was a suggestion some topics fall across multiple councils where combined subgroups may be appropriate.
- Digital and Data Strategy next meeting is 11th July 2025.
- Next Control Room of the future in August exact time TBC.

10. Next meeting

Confirmation was given on a venue for the September in person meeting. Dial in capability will be given for those who cannot attend. Details will be shared closer to the meeting.

- 5th September 2025

11. AOB

- There were no AOB

Action Item Log

| ID | Description | Owner | Due | Status | Comments |
|----------------|--|-------------------------------|-----------------------|---------------------|---------------------------------|
| A02 | Investigate whether teams can be used as an offline communication method with TAC members. | JS | 07/06/2024 | In progress | After NESO teams migration |
| A06 | Work with SP and FD to organise a session with another sector. | Chair | 06/09/2024 | In progress | Pending Telecoms paper response |
| A11 | Draft 2 pages on what the ESO would like to discuss with Telecoms Organisation. | SR/ JS/ CS | 01/07/2024 | Complete | |
| A13 | Respond with any feedback on the Flexibility files distributed with the TAC 16 minutes. | All | 07/03/2025 | Complete | |
| A15 | Feedback on the AI implementation on Digital Code Management (DCM) on the NESO website. | All | 07/03/2025 | Complete | |
| A16 | Discuss updates to the TOR. | SR/ Chair | 07/03/2025 | Complete | |
| A17 | Come back to TAC with details on the Engineering Advisory Council. | SR | 06/06/2025 | In progress | Shubhi talking to JL |
| A18 | Share any views on the TOR or membership of the TAC | All | 06/06/2025 | In progress | Refreshed TOR to be shared |
| A19 | Feedback on the Sector Digitalisation Plan | All | 06/06/2025 | Complete | |

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|----------------|--|-----------------------|-----------------------|---------------------|-----------------------------------|
| A20 | Continue the conversation on skip rates outside of the TAC meeting. | BL/ SR | 10/03/2025 | Complete | |
| A21 | Review Control Room of the future sub group. | JS | 06/06/2025 | In progress | Joe to return with recommendation |
| A22 | Confirm location for September meeting. | CD | 06/06/2025 | Complete | |
| A23 | Share suggestions for future agenda items. | All | 06/06/2025 | Complete | |
| A24 | Share expected date for delivery of the LCP Delta Phase 3 work on calculating the cost of skip rates. | BL | 06/06/2025 | Complete | |
| A25 | Check if there is anything shareable between NESO and DESNZ head of data regarding the volume of data initiatives and concerns about duplication of effort | SR | 05/09/2025 | New | |
| A26 | Send out questionnaire on renewing membership including the refreshed TOR | CS | 05/09/2025 | New | |
| A27 | Setup a discussion on DNO's lack of visibility on voltage information and acting on 'what if' scenarios | JS | 05/09/2025 | New | |