

## Public

Ref: FOI/25/111

National Energy System Operator

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[www.neso.energy](http://www.neso.energy)

8 September 2025

Dear requester

## Request for Information

Thank you for your request for information which we received on 20 August 2025. As a UK public corporation, NESO is subject to the Freedom of Information Act 2000 (FOIA). Whilst we appreciate that you did not refer to this legislation in your request, your request for information has been forwarded to NESO's Information Rights Team to ensure that any legal rights to information that you may have are considered. The FOIA provides the right of access to recorded information held by a UK public authority subject to certain exemptions.

## Your request

You asked us:

*"I have read the [North Hyde Substation Review] and I see the line "This was most likely caused by moisture entering the bushing causing a short circuit." Would it be fair to say that the moisture is weather-related and that led to the short circuiting and the subsequent fire?"*

## Our response

We confirm that we do not hold any information in scope of your request. The cause of the moisture was not considered during the review and hence we do not hold recorded information that would confirm or deny whether the moisture was caused by weather factors.

The Freedom of Information Act does not require us to create new information in order to respond to a request, including requests for NESO to give new opinions. We understand, from the further

information that you provided about the reason for your request, that this is not the response that you may have hoped for. Unfortunately we are not able to provide an opinion or further comment on your question as we did not examine this question as part of our review.

This concludes our response to your request.

### **Advice and assistance**

Information about NESO's review can be found on our website:

[North Hyde Review | National Energy System Operator.](#)

The substation is owned by National Grid who can be contacted directly: [Contact Electricity Transmission | National Grid.](#)

Please also be aware that Ofgem, the regulator, are undertaking a further investigation: [Ofgem opens investigation into National Grid Electricity Transmission \(NGET\) for North Hyde Substation fire | Ofgem.](#) Ofgem's contact details can be found here: [Contact us | Ofgem.](#)

### **Next steps**

If you are dissatisfied with our handling of your request, 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. You can find our procedure here: [Freedom of Information and Environmental Information Regulations | National Energy System Operator.](#) The ICO's website also provides guidance on the internal review process: [What to do if you are dissatisfied with the response | ICO.](#)

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](http://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)