

Public

Ref: FOI/25/115

National Energy System Operator

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www.neso.energy

24 September 2025

Dear requester

Request for Information

Thank you for your request for information which we received on 11 September 2025. You submitted your information request under the Freedom of Information Act 2000 (FOIA). The exemption at Section 39 of the FOIA covers information that a public body is obliged to consider under the Environmental Information Regulations 2004 (EIR) and has the effect of routing all requests for environmental information via the EIR rather than the FOIA. We have therefore considered your request under the EIR.

Request

You asked us for the following information:

1. *Confirmation of whether OVO Energy Limited is recorded as the licensed supplier of electricity and gas to postcode DH1 1NE.*
2. *Records or data showing from which source(s) OVO Energy Limited purchases energy allocated to the postcode/region during the period 1st of May 2021 to 8th of September 2025.*
3. *Any agreements of licencing documents demonstrating OVO Energy Limited's role as a supplier or intermediary for that postcode.*

Our response

We confirm that we do not hold any information in scope of your request. Regulation 12(4)(a) of the EIR states "A public authority may refuse to disclose information to the extent that it does not hold that information when an applicant's request is received." All EIR exceptions are subject to

public interest test (PIT) however the Information Commissioner's Office (ICO) recognises that it is not possible to carry out a meaningful PIT where information is not held.

This concludes our response to your request.

Advice and assistance

In an effort to assist we are providing publicly available information and links to external websites that may hold information of interest to you. This is in addition to our obligation to comply with the EIR, which we have satisfied by confirming that NESO does not hold information in scope of your request.

The [Office of Gas and Electricity Markets](#) (Ofgem) is the primary regulator of the gas and electricity industry in Great Britain.

- Information on the regulation of suppliers is available here: [Electricity supply | Ofgem](#).
- Ofgem publishes a list of all electricity licensees: [List of all electricity licensees including suppliers | Ofgem](#)
- You can also view Ovo Energy's licence: [OVO Energy Limited – Notice of grant of an Electricity Supply Licence | Ofgem](#)

Ofgem is subject to the FOIA and EIR and you may wish to contact them to request further recorded information that they may hold that is in scope of your request: [Information requests | Ofgem](#).

You may also be interested that electricity suppliers in Great Britain are required to disclose to their customers the mix of fuels used to generate the electricity supplied: [Fuel Mix Disclosure \(FMD\) | Ofgem](#). You may wish to contact OVO Energy directly to request related information.

For information, NESO is GB's Independent System Operator and Planner (ISOP), and our key functions are:

- Coordinating and directing the flow of electricity over Great Britain's electricity system.
- Carrying out strategic planning and forecasting in across both the electricity and gas systems.
- Acting as an independent advisor, providing analysis and information to the Government and Ofgem.

NESO's role is to manage the flow of electricity across the transmission network, it is not a supplier or generator of electricity. Suppliers purchase electricity from generators (companies or power plants that generate electricity) on the wholesale market and sell to customers through the retail energy market. The companies that own the transmission system are called Transmission Owners (TOs) and Distribution Network Operators (DNOs) provide the local cables to take electricity to homes and businesses.

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. 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)