

Tim Jarvis
Ofgem
10 South Colonnade
Canary Wharf
London
E14 4PU

National Energy System Operator
St Catherines Lodge
Bearwood Road
Sindlesham
Nr Wokingham
Berkshire
RG41 5BN

www.neso.energy

12th July 2026

Ref: Conditions during July Hot Weather

Dear Tim,

During the period commencing Monday 22 June 2026 to 26 June 2026 (**Review Period**) there was extreme heat across Great Britain and Europe with a Red warning issued in Great Britain by the Met Office. This unprecedented weather stressed power systems and created tight margins across Great Britain and Europe.

As you are aware, we are undertaking comprehensive analysis into the operation of the market and the system during the Review Period. This will include how the electricity system performed and its compliance with all relevant standards. We have shared some initial data with you already and are discussing the full scope with your team and DESNZ colleagues to ensure it is appropriate and comprehensive. This work is expected to take around a further two weeks and our intention is that, in addition to providing you and DESNZ the analysis, the findings will be published and discussed with industry.

In addition to this, you will also be aware that Claire Coutinho MP has made a number of allegations related to operational decision making and record keeping (ref. letter sent to Information Commissioner, dated 07 July 2026, and letter sent to NESO, dated 10 July 2026 – both published on X). Specifically, it is alleged that:

- *Staff in the Corporate Affairs directorate interfered in operational decisions to urge that certain operational stabilising actions were not taken in order to avoid damage to NESO's reputation; and*
- *Senior NESO managers have instructed operators in the control room to keep 'live documents' with no version history in order to ensure that there is no audit trail or records of how key operational decisions are made and ensure that full records are not preserved for the purpose of FOI.*



We have policies and procedures in place to ensure that neither of the above can happen. Nevertheless, we take these allegations extremely seriously and are establishing an independent investigation, the Terms of Reference of which are attached.

The investigation will be run by an independent law firm and will report to the Chair of the Audit and Risk Committee, Jayne Scott. The investigation will include interviews with all the Power System Managers on shift in the Control Room as well as other directly relevant NESO Control Room and Corporate Affairs personnel who were working during the Review Period. We will also give the opportunity to other employees that were working on shift during the Review Period, who have not been identified as directly relevant, to proactively request that they be interviewed. The interviews will take place in a confidential environment where the employee can provide their feedback anonymously if they so wish. We will share the findings of the investigation with you. We expect it will take 2-3 weeks to complete the investigation (largely driven by scheduling the interviews with shift patterns and leave).

If you have any questions or concerns regarding any of this, please do not hesitate to contact me at any stage.

Regards,



Fintan Slye

CEO

cc. Jonathan Brearley, DESNZ

NESO Chair

NESO ARC Chair



Terms of Reference

Background

Following alleged whistleblower contact received by the Shadow Secretary of State for Energy, The Right Honourable Claire Coutinho MP (**CC**), a letter dated 7th July 2026 was submitted to Information Commissioner, Paul Arnold MBE, requesting an investigation into allegations that:

1. NESO has been deliberately altering operational records to avoid public scrutiny under Freedom of Information (**FOI**) law.
2. During periods of system stress, Senior NESO managers have instructed operators in the Control Room to keep 'live documents' with no version history to ensure there is no audit trail or records of how key operational decisions are made and to ensure records are not preserved for the purposes of FOI.
3. The aforementioned approach was in effect during an incident on Tuesday 23rd June 2026 where system frequency became unstable, and fell below normal operating frequency limits set out in the Security and Quality Supply Standard (SQSS).
4. To avoid reputational damage, Corporate Affairs personnel interfered in operational decisions to urge that certain operational stabilising actions were not taken and that due to the use of 'live documents', these interventions were not recorded for public record.

A further letter repeating these allegations was received by NESO on 10 July 2026. In this letter, it is alleged that further whistleblowers have contacted the Shadow Secretary of State for Energy, The Right Honourable Claire Coutinho MP.

On 9 July 2026, Zoe Morrissey, NESO Director of Legal and Regulation, asked Eversheds Sutherland (International) LLP (**ESI**) to conduct an independent investigation into the above allegations.

NESO is conducting a separate technical review (being conducted by persons independent of the Control Room) into the events of w/c 22 June 2026. The findings of that review will be used to respond to the technical questions which CC has raised in her letters.

Scope & Approach

ESI's work will involve:

- Interviews with Power System Managers (**PSMs**) and other Control Room personnel who worked on shift during the week commencing Monday 22 June 2026 until Friday 26 June 2026 and will seek to determine:
 - Details of policies and procedures pertaining to the operational decisions and record keeping within the Control Room generally;
 - How operational decisions were made, documented, version controlled and retained generally;
 - When those processes/recording of data policies and procedures were last changed and how, and if any of those changes were in response to FOI concerns;



- Whether NESO reputational impact was as a matter of fact taken into account as a factor when the Control Room made its decisions during the week commencing 22 June 2026;
- Whether they consider there was any pressure by management and/or Corporate Affairs during the week commencing 22 June 2026 not to document instances of system stress/security due to adverse reputational impacts that NESO could face.
- Whether they consider that, in circumstances where they have concerns, they are clear and confident in how to raise and escalate those concerns.
- Interviews with the Corporate Affairs team who may engage with the Control Room to ascertain:
 - What their typical interactions are with the Control Room;
 - What engagement did they have with the Control Room during the week commencing 22 June 2026;
 - Whether they have any involvement in the decisions made in respect of FOI concerns relating to Control Room decision making.
- Review Control Room and Silver Command logs during the week commencing 22 June 2026
- Review of standard operating procedures or equivalent for the Control Room relating to retention and documenting of actions that would have applied/been in force during the week commencing 22 June 2026

Oversight of the Investigation

ESI will work independently of NESO and report directly to Jayne Scott, Chair of Audit and Risk Committee and a Non-Executive Director. Our report will be addressed to the Audit and Risk Committee and Jayne Scott will Chair any required meetings. Zoe Morrissey, NESO Director of Legal and Regulation (or Bronwyn Hardie, NESO Head of Legal, in her absence) will facilitate/coordinate between ESI and the organisation as required.

In addition, Paul Golby, Chair and Fintan Slye, CEO will receive regular updates of progress alongside Jayne Scott. However, if there is any conflict or information not appropriate to share with this group the ESI team will engage directly with Jayne Scott in the first instance.

The ESI team will be supported by the NESO Ethics and Compliance Team as appropriate.

ESI will carry out all interviews with no NESO attendees to ensure relevant employees feel able to speak freely. An interviewee may be accompanied by a Trade Union representative or another NESO colleague if so desired.

Privacy

All personal data will be handled in accordance with NESO's general privacy notice which can be found [here](#) and any other relevant NESO policies and procedures.

