

# Overview of NTS operations and recent activity at Milford Haven

Friday 13<sup>th</sup> February 2026



# Introductions

**Alison Tann – Head of Operational Delivery**

**Steven Fisher – Head of Commercial & Incentives**

**Gareth Hocking – Head of National Control**

**Bill Goode – Business System Delivery Lead**

## Agenda

**What has been happening at Milford Haven, and why?**

**The Operational and Commercial actions taken**

**Our expectations at Milford Haven over the next few weeks**

**Related Gemini issues**

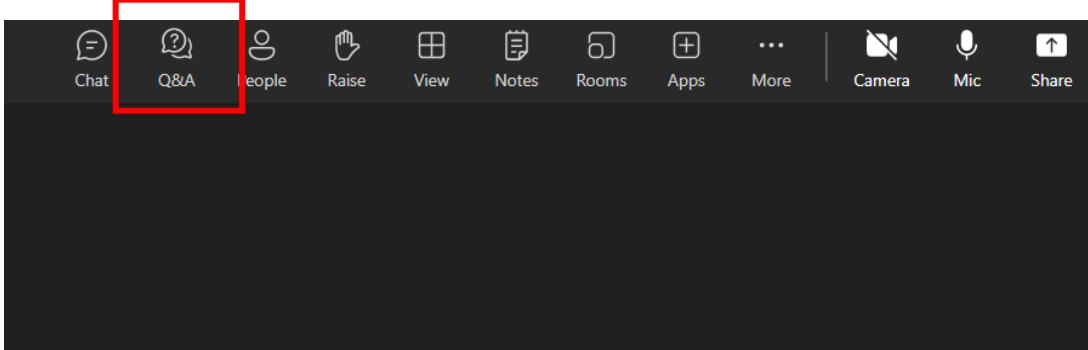
**Q&A**

# Housekeeping for Webinar

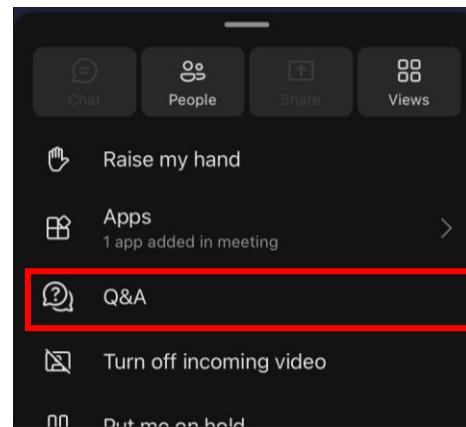
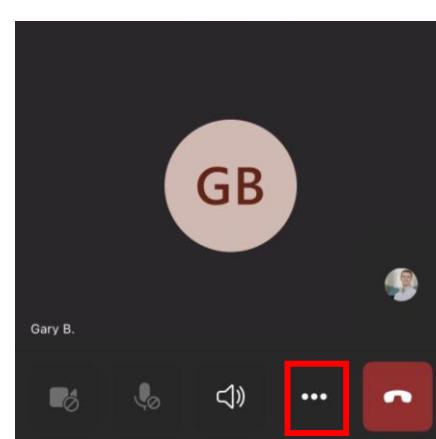
- For Microsoft Teams participants:
- Attendees will be automatically muted on dial-in and cameras will be unavailable.
- We have included time for an extended Q&A following the presentations.
- You can ask questions via Teams – Q&A



Laptop



Mobile



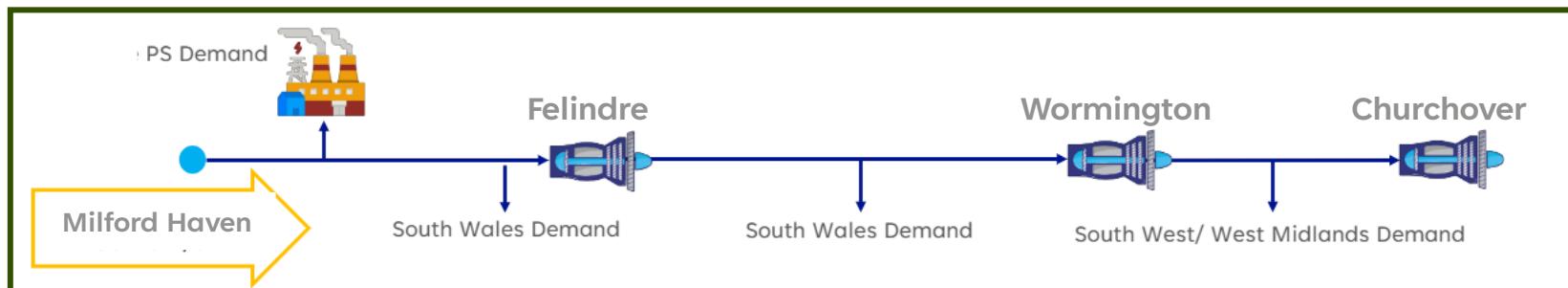
# To set the scene

**Milford Haven is home to South Hook and Dragon LNG terminals.**

An important part of GB's gas infrastructure, can provide >20% of our supply requirements on high demand days

## Why the webinar today?

- In early-Jan, 3 constraint days where supplies exceeded system capability\*
- 2<sup>nd</sup> – 11<sup>th</sup> Feb, operational challenges and 8 constraint days experienced
- No security of supply concerns ...
- ... a number of questions received, most asking for greater understanding
- This webinar has been arranged in response to these questions



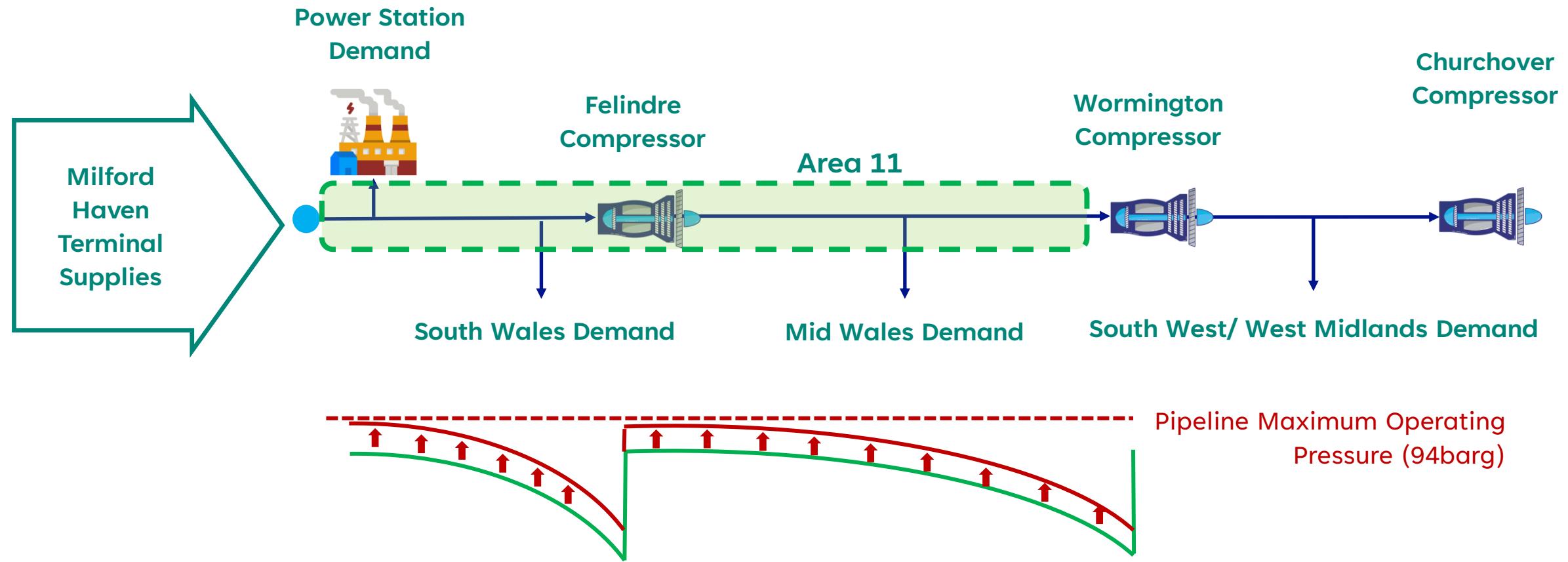
# Milford Haven Entry Capability

An Entry constraint can occur when supplies exceed capability – pressure within the network must be kept below maximum operating levels to ensure safe operations.

Milford Haven Entry Capability is not a fixed number. Key variables which determine capability are:

- **Terminal flows** – largely depend on how full the LNG storage tanks are and when LNG cargo arrives
- **Compressors** - help move gas from Milford Haven into the wider network though can only move a certain amount. If supplies exceed this, pressures rise and intervention is needed where max. safe levels will be reached.
- **PS / LDZ Demand** – if more gas is being used locally, less gas needs to be moved onward by the compressors. This means higher Milford Haven supplies can be accommodated without pressures increasing.
- **Area 11 line-pack (gas stored in the pipe)** – if Area 11 line-pack is lower at the start of the day, there's more room to accommodate high supply levels. This helps to delay / avoid reaching maximum operating pressures.
- **Supply & Demand profiles** – if demand suddenly drops overnight, or gas suppliers increase flows at the same time, this can create an imbalance as pressures rise quickly and reduce Milford Haven capability.

# Milford Entry Capability



# How do we manage constraints?

An entry constraint on the network may need intervention in order to maintain safe operations.

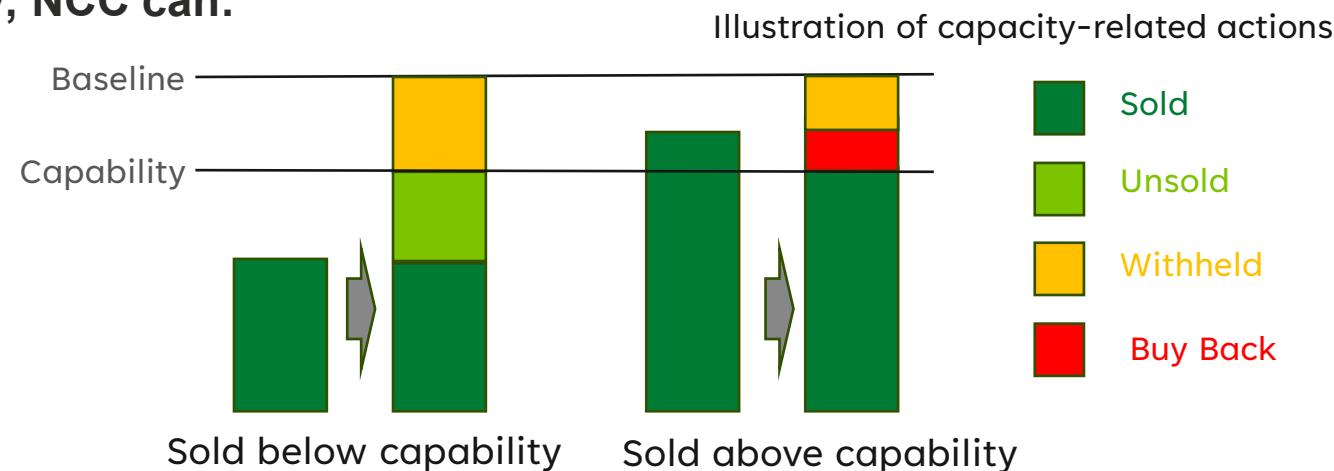
We use operational and commercial tools to manage pressures, by encouraging reduced supplies or increased demand.

Our Licence obligates us to sell Firm capacity up to a Baseline (86.4 mcm/d at Milford Haven).

Shippers can buy this capacity via long-term (year to week ahead) or short term (D-1 or D) auctions.

## When a constraint is forecast and flows > capability, NCC can:

- Scale back Interruptible Entry Capacity
- Withhold unsold capacity within day
- Withhold unsold capacity day ahead
- Take Locational Buy and Sell actions
- Buy back capacity from Shippers



## Locational Actions explained

NCC can request to sell gas to Shippers in the impacted area, to reduce linepack and pressures. A response to this request will cause either:

- Supply in the area to reduce (eg Shipper turning down)
- Demand in the area to increase (eg poser station turning up)

To maintain wider system balance, NCC may need to request Locational Buys in other non impacted parts of the NTS

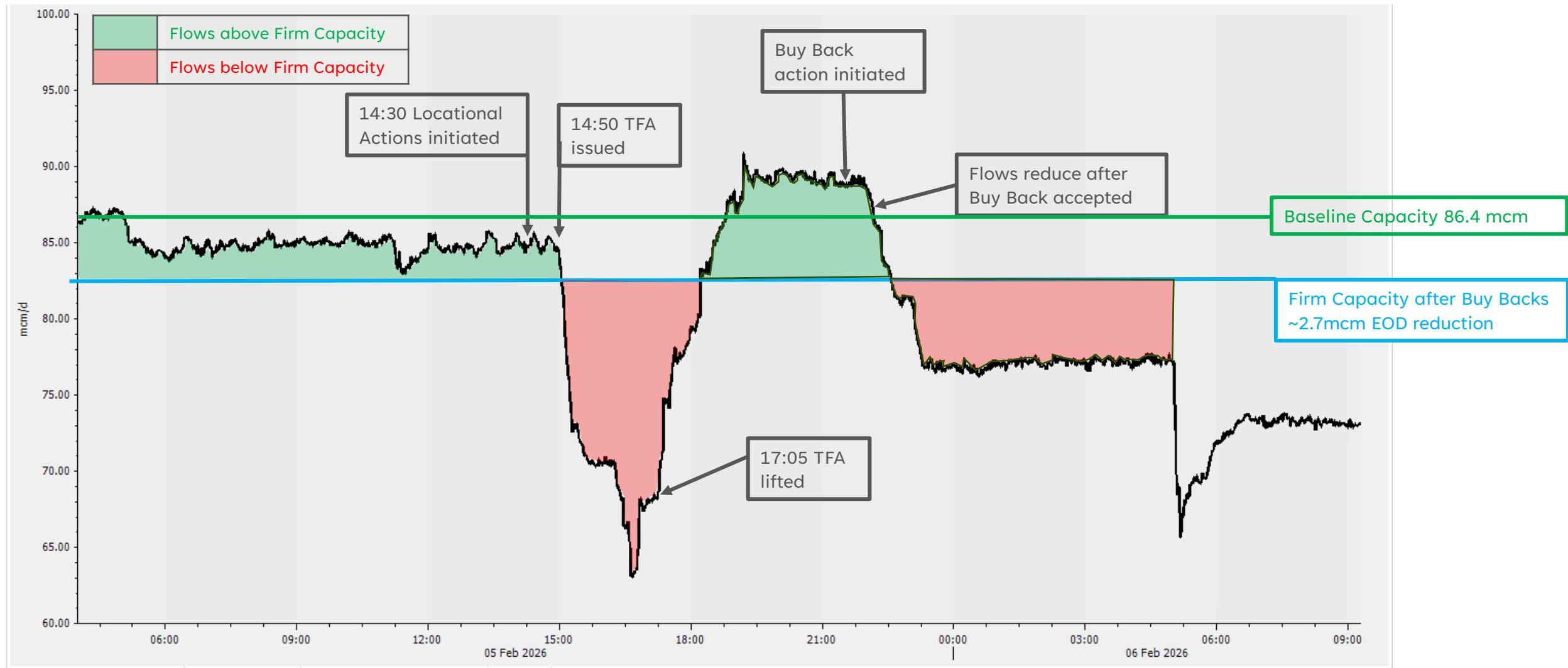
# Summary of constraint actions taken

Gas Day action taken ↓	Interruptible	Within Day Firm (WDDSEC)			Day Ahead Firm (DADSEC)			Locational Sell vol (mcm)	Locational Buy vol (mcm)	Buy Back vol (mcm)	TFA
	Scaleback	Applicable Gas Day	Withheld	Reinstated	Applicable Gas Day	Withheld	Reinstated				
2nd Feb		2nd Feb			3rd Feb	Yes					
3rd Feb	Yes	3rd Feb	Yes	Yes	4th Feb						
4th Feb		4th Feb			5th Feb	Yes					
5th Feb	Yes	5th Feb	Yes		6th Feb	Yes				Yes	Yes
6th Feb	Yes	6th Feb	Yes	Yes	7th Feb						
7th Feb	Yes	7th Feb	Yes		8th Feb	Yes		Yes	Yes		
8th Feb	Yes	8th Feb	Yes	Yes	9th Feb			Yes	Yes		
9th Feb	Yes	9th Feb	Yes	Yes	10th Feb	Yes					
10th Feb	Yes	10th Feb	Yes	Yes	11th Feb	Yes					
11th Feb	Yes	11th Feb	Yes	Yes	12th Feb	Yes					

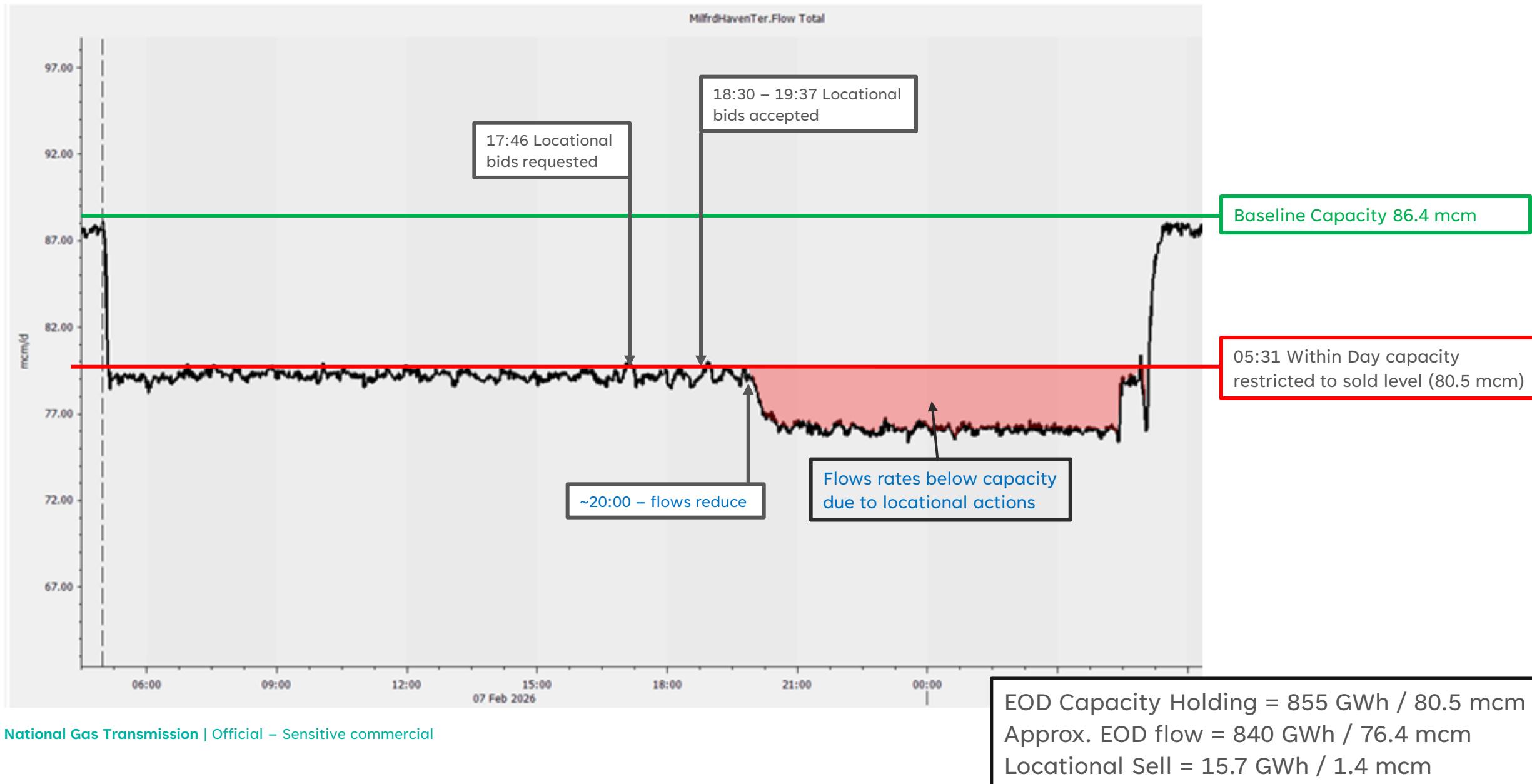
NB Reinstatement of Within Day Firm up to capability levels

# 5th February Firm Capacity Buy Back

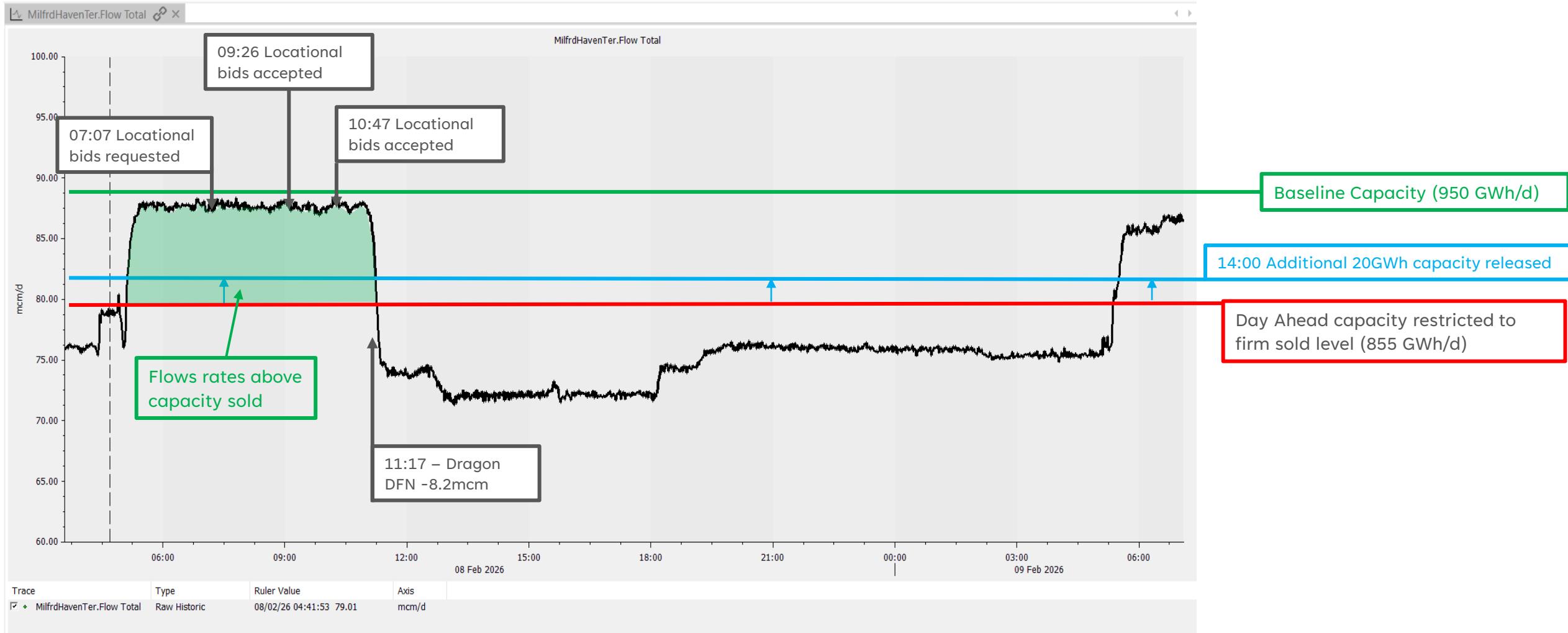
GH to review



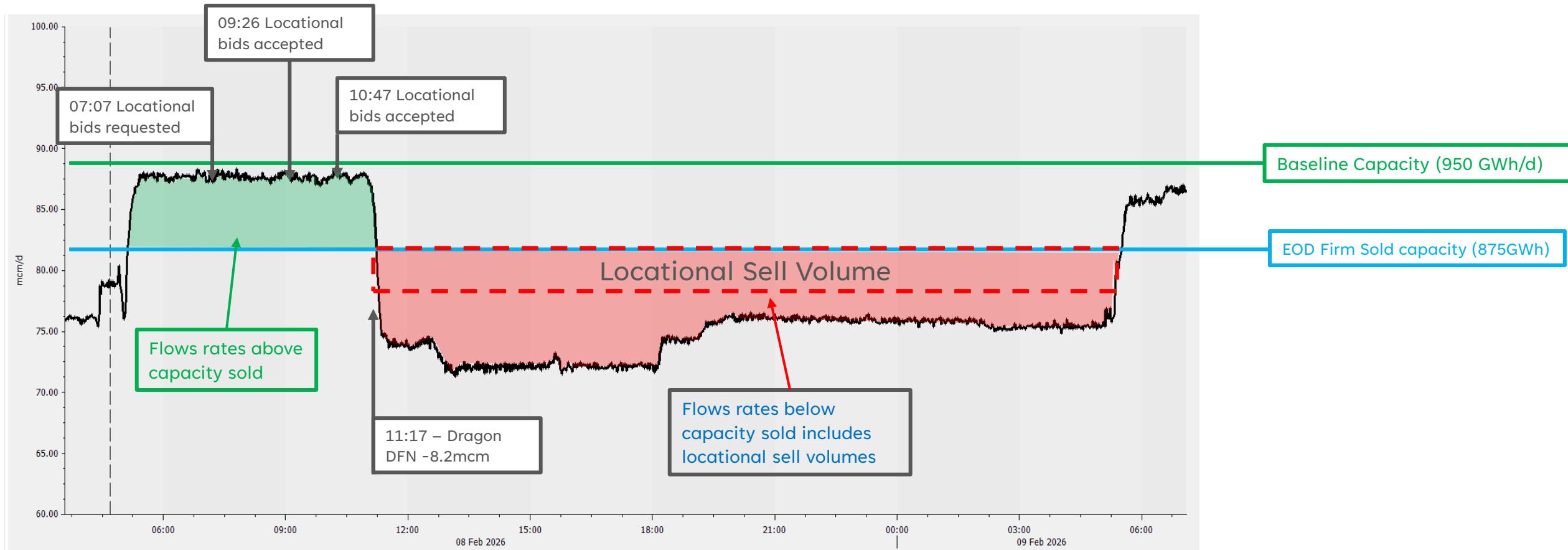
# 7<sup>th</sup> February – Locational Actions



# 8<sup>th</sup> February – Locational Actions



# 8<sup>th</sup> February – Locational Actions



EOD Capacity Holding = 875 GWh / 79.5 mcm  
Approx. EOD flow = 840 GWh / 76.4 mcm  
Locational Sell = 29.3 GWh / 2.7 mcm

# Gemini Issues

Since the start of February, there have been a number of high priority system defects raised. These are broadly linked to two processes that have run in the updated Gemini system for the first time since March 2025.

This has resulted in the major incidents process being enacted with Xoserve.

- **Buy-Back** – Users experienced “Lock Out” errors during the bid exercise process, display pricing discrepancy and incorrect system data flow.
- **Locational Trades** – Users were unable to accept trades with a start time of 00:00, due to a “Internal Server” error, approved trades had incorrect status and there was incorrect system data flow.

Resolving these issues and ensuring process integrity remains our priority, we know this isn't good enough.

# What we have done so far

- Our teams in conjunction with Xoserve have been working at pace to fix the issues identified.

## Actions already taken include:

- We completed within-day activities to ensure buy-back bids were exercised
- We've engaged with impacted parties, agreed and corrected erroneous positions from Gas Day 7<sup>th</sup> and 8<sup>th</sup> in relation to Locational Trade errors
- We have enacted an interim support process to ensure future Locational Trades can be completed
- We have commenced a full Root Cause Analysis with Xoserve to understand the full reasoning behind the errors
- We are working with Xoserve to look at enduring fix options and plans, we will ensure all and any changes are fully tested prior to deployment

Please note that the “Start Time Defect” where Locational Trades have a start time of 00:00 still can’t be approved. We are working to resolve this issue as soon as possible

# Further Information

- **What We're Doing Next**

- We still need to fully resolve the remaining issues on an enduring basis
- We will complete a full review of activities completed as part of Sustain Plus delivery to take on learnings
- We will complete a full review of all related RCA documents to see whether any additional preventative measures can be put in place
- **Support Desk Tickets** To ensure we capture every issue and avoid anything being missed, please continue to raise tickets for all defects or unexpected behaviours. This helps us track, prioritise, and resolve problems quickly and ensures we have full visibility of any issues.
- **Ongoing Communication.** We will continue to provide updates through all the expected industry forums, including Change and Contract Management Committees. Updates on Major Incidents will be available [www.Xoserve.com](http://www.Xoserve.com)



# Milford Haven outlook

- LNG supplies expected to remain high
- Demand outlook uncertain, no peak levels forecast

} *potential for further constraints*

Further ahead, we are assessing the RIIO-T3 Final Determination impact, with investment works planned to increase capability and resilience in this area

## Our ask of you

- Keep talking to us – new information on supply/demand patterns, questions, concerns...
- Where possible, minimise profiling
- Respond to commercial action requests, where able
- Ensure relevant people familiar with processes and systems
- Raise Gemini tickets if problems encountered



# Key takeaways and contact routes

- High supplies vs local demand levels impacts entry capability
- Expectation of current situation to continue through Feb
- No security of supply concerns
- We're committed to maintaining an open dialogue with you
- Please contact us if you would like a follow-up conversation

## How to get in touch

If you have any additional questions or feedback, please reach out to the Operational Liaison Team

[box.operationalliaison@nationalgas.com](mailto:box.operationalliaison@nationalgas.com)



# Q&A

**Please use the Q&A function to ask any questions.**

Any unanswered questions will be taken away, so if your question isn't answered, please look out for an email response from us.





**Thank you.**

**Slides & recording of today's  
webinar will be available soon.**

