



Customer-Led Network Revolution

Planning for Britain's Energy Future

Your electric vehicle monitoring trial explained



Your trial

Thank you for agreeing to take part. Throughout this trial we'll learn how and when you're charging your electric vehicle, together with patterns in your overall household energy consumption.

Monitoring your trial

This trial will help us see patterns of electricity usage in households like yours that have electric vehicles. We'll also be installing an in-line monitor to your dedicated vehicle charger which will tell us when you're charging your vehicle. The information we gather, on both your electric vehicle charging patterns and wider energy usage, will help us plan new ways to take the strain off the electricity distribution networks and help us plan for the UK's energy future.

What happens next?

Taking part in this trial requires having a secondary meter and mains isolation switch fitted which can easily be arranged. Our installation partners will be contacting you to arrange the installation of this discreet monitoring equipment.



How will the trial work?

Every day we'll be adding your usage information to our pool of anonymous trial statistics to help us learn how customers like you are using their electricity. You won't need to do anything to help us with this once you've had your equipment installed.

Your questions answered

Will I be contacted by the other trial partners?

British Gas together with Durham University may contact you to ask if you'd be willing to complete a survey to help us learn more about attitudes to energy usage.

What will we learn from this trial?

This trial will provide us with vital information about everyday use of electricity in households with electric vehicles. Understanding your

charging patterns on your electric vehicle and wider energy usage will help us plan new ways to take the strain off the electricity distribution networks and plan for the UK's energy future.

What happens when the trial finishes?

All trials will be completed by December 2013. At the end of your trial, we will contact you to arrange the removal of the monitoring equipment in your home.

A reward to show our appreciation

We're delighted you've agreed to help us with this trial. As a thank you, we'll be sending you £50 worth of M&S vouchers very soon and another £50 worth when the trial ends.

Thanks again for taking part – your contribution will be invaluable in helping us improve future energy services.

If you have any questions or wish to withdraw from the trial at any time please call us on **0800 980 8156***.

*Phone lines are open 8am-8pm Mon to Fri, and 8am-4pm Sat. Calls are free from a BT Calling Plan. Mobile and other providers' charges may vary. Calls may be recorded and monitored for quality assurance and compliance purposes. If you are hard of hearing or speech impaired and use a textphone, please call 18001 0800 072 8626.