

# Customer-Led Network Revolution

British Gas Involvement



# Role for British Gas

- **Learning Outcome 1 – Monitoring**
- **Learning Outcome 2 - Customer flexibility**  
*Understanding capability and cost*
  - Will customers accept propositions?
  - When prompted, how will customers respond?
- **Key activities**
  - Proposition development
    - Layered
  - Sales process
    - Including assessment elements
  - Installation process
    - 3 tiers
  - Operational Customer Support

Low Carbon Networks Fund: Customer and network evolution

Appendix 4: Methodology

The text cells within the table are too small to transcribe accurately, but the table structure is as follows:

Activity	Start/End	Start/End	Start/End	Start/End	Start/End	Start/End	Start/End	Start/End	Start/End
Activity 1: ...	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
Activity 2: ...	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...
	...	...	...	...	...	...	...	...	...

# Technology aligned with commercial propositions

**Smart technology can respond to price signals to:**

- Turn down space heating thermostat for half an hour
- Automatic off peak use of washing machines
- Charge electric vehicles at night
- Make real-time energy management decisions

**New technologies provide opportunities to establish optimal behavioural norms from the outset**

- Challenges around 'normalising'

*Creating a supportive national mood requires competent deployment of trials...*

*... combined with effective communication*



# Example options – domestic market

Commercial proposition	Customers' controllable technology
Flat tariff	<ul style="list-style-type: none"><li>• Smart white goods</li><li>• Solar PV with immersion heater</li><li>• Smart heat pump thermostat</li><li>• Electric vehicle charging</li></ul>
Time of use tariff	
Restricted hours tariff (with/without over-ride)	
Direct control tariff (no over-ride) <ul style="list-style-type: none"><li>• Dispersed</li><li>• Clusters</li></ul>	