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

stamer and antiwork revolution

The content of the	- 14	
1		-
1	- 41	200
The control of the	- 4	200
The content of the	- 3	
1 100	- 3	
1 100	- 4	
TOTAL	- 1	7.00
TOTAL		_
process and to the contract of	-	
, territoria 200 - 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		-
, Andread Marie		
22 in a 1997 State		
THE ST THE STREET STREET	_	
200 mm m m m m m m m m m m m m m m m m m		
72 11 11 11 11 11		-
- Springer Black on Fig. 100 Street Springer		
12.50 MORE OF THE PROPERTY OF		ivi.
STATE OF THE PROPERTY OF THE P		
AN AND THE PROPERTY OF THE PRO		
## Agreement March 10 10 March 10	_	
trial to a state of the state o		
Solution communities of the comm	1000	Trus Trus
* 1 mm 1		
	-	255
a Wantana Paga as Angela a	_	-
3.000 0.000 0.000 0.000	### =	177 177
- Martiner 2 - 10 - 10 - 10 - 10 - 10 - 10 - 10 -	58E. 3	100 To
AND STATE OF THE PROPERTY OF T		
10 / 10 / 10 / 10 / 10 / 10 / 10 / 10 /	1000	
	3	20-
Table 1		ere.
	00000 - 1000000 - 1000000 - 1000000 - 1000000 - 1000000 - 1000000 - 10000000 - 1000000 - 1000000 - 1000000 - 1000000 - 1000000 - 1000000 - 10000000 - 10000000 - 10000000 - 10000000 - 10000000 - 100000000	32
- TOT -T 100		
		_
* **** *** *** *** *** *** *** **** **	1.2	_



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	 Smart white goods Solar PV with immersion heater Smart heat pump thermostat Electric vehicle charging
Time of use tariff	
Restricted hours tariff (with/without over-ride)	
Direct control tariff (no over-ride)	
•Dispersed •Clusters	

