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| Network Innovation Competition 2021 Supplementary Answer form | | |

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| Project Name | EQUINOX | | |
| Question number | 26 | Pro forma section | 3 |
| Question date | 16/09/2021 | Answer date | 20/09/2021 |
| Question summary | How will you respond if a customer doesn’t deliver a contracted service? | | |

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## Answer (please retain document formatting and do not exceed 2 pages unless otherwise agreed with Ofgem)

In the normal course of events, e.g. under business as usual, then no payment would be made and in some instances there may be a penalty (because we may have to purchase flexibility over and above that which we thought we needed). As this is a trial and the constraints that will be managing will be “mimicked”, we are unlikely to make any penalty adjustments to the Suppliers portfolio’s however we would not expect to make the full payment for failed delivery. We think this is a better use of the funding and moreover as a minimum would be some way towards normal operation.