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| Network Innovation Competition 2021 Supplementary Answer form | | |

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| Project Name | EQUINOX | | |
| Question number | #1 | Pro forma section | 2 |
| Question date | 24/08/2021 | Answer date | 26/08/2021 |
| Question summary | P7 - Does the supplier dispatch/instruct customers in different ways between Method 1 and Method 2, or is the same method used for both? | | |

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

The principle that the supplier dispatches/instructs customers to provide flexibility based on DNO needs remains consistent across all three methods. The conceptual design that has been agreed with our Project Partners highlights that suppliers will integrate with a customer mobile application to instruct/dispatch flexibility across all methods. The specific messaging to customers will vary depending on the Method that is trialled. A customer that is on Method 1 will receive different notifications about flexibility requirements to customers that are on Method 2.

The detailed design of the methods forms a key part of the project. Initially, the methods will be co-designed with the Project Partners and initial input from customers. However, throughout the project we aim to refine the methods based on feedback from customers. We believe that this customer centric design approach will increase the likelihood of a successful roll out following project completion.