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| Network Innovation Competition 2021 Supplementary Answer form | | |

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| Project Name | EQUINOX | | |
| Question number | 8 | Pro forma section | 3 |
| Question date | 26/08/2021 | Answer date | 31/08/2021 |
| Question summary | How likely is it that fuel-poor customers will have heat pumps? | | |

## 

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

Over the coming years, we expect that heat pumps will be installed at customers from a range of customer segments, including the fuel poor. We recognise that currently the initial capital cost required to decarbonise the home will present a significant barrier for fuel poor customers. However, with several national and local funding programmes being launched we expect that fuel poor customers will have heat pumps installed within their homes.

By partnering with the Welsh Government and WMCA, who are both investing significantly in retrofitting their own housing stock, we will have a broad customer base incl. fuel poor, that can participate in the trials.