|  |  |  |
| --- | --- | --- |
| Network Innovation Competition 2021 Supplementary Answer form | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Project Name | EQUINOX | | |
| Question number | 10 | Pro forma section | 4 |
| Question date | 07/09/2021 | Answer date | 09/09/2021 |
| Question summary | How, if at all, will you address the differences in customer attitude to flexibility that might be expected to occur depending on the degree of heat insulation installed and whether they use HPs in conjunction with traditional home heating (e.g. radiators) or newer techniques such as underfloor heating? | | |

## 

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

Understanding customer attitudes to providing flexibility under varying commercial methods is key to Equinox. The scale of Equinox will ensure that customers participating in the trial will have range of in home heating solutions (e.g. radiators or underfloor heating) and varying degrees of heat insulation. As part of the trials we will analyse how different in home heating solutions and varying degrees of heat insulation impact flexibility response for the commercial methods.