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| Network Innovation Competition 2021 Supplementary Answer form | | |

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| Project Name | EQUINOX | | |
| Question number | 15 | Pro forma section | 2 |
| Question date | 14/09/2021 | Answer date | 16/09/2021 |
| Question summary | Is the heat pump load binary, and for each heat pump it is either on or off, and the savings are achieved solely by the time shifting of the on/off periods? Or is some modulation of the active power consumption of each heat pump attainable? In both cases what are the effects (or likely effects) on customer perception and also on the longevity of the heat pump. Are there grounds for seeking manufacturers’ comments on the operating regimes? | | |

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

The trials design will largely drive the nature of the demand response. Moreover engagement with the manufacturers of the Heat Pumps as part of the mobilisation phase of the project will determine the level to which we can “proactively” try differing types of demand response service. We expect all partners to engage with customers around their perceptions of the Heat Pump’s , their reactions to the services that are provided, their attitudes to the flexibility that the devices provide them and the market and moreover the relevant “nudges” used and responses to such from their customers. There will be considerable effort dedicated within the Surgeries with customers to really delve into the details of their thoughts and reflections. Part of this Knowledge Capture and Dissemination workstream will be also to inform all DNO’s about the differing services that can be provided by Heat Pumps whether through “turn off” or “modulation”.