

The title "Demand Side Response" is centered within a white rounded rectangle with an orange border. The background of the slide is a blue-tinted image of an electrical plug and socket.

Demand Side Response

DSR Overview

DSR this winter has been overall, better than expected

Customers and suppliers identified potential barriers

Ofgem held 1 to 1 meetings with customer and suppliers to understand these issues

A background image showing a close-up of electrical components, including a blue plastic outlet and a metal terminal block with wires, all in a soft, blue-tinted, out-of-focus state.

Update on 1 to 1 meetings with customers and suppliers

Issues raised by Suppliers

NDM
reconciliation
process

Broker
Services

Demand
forecasting

Issues
raised

-Smearing effect
- reduce incentives for
Suppliers to contract
for DSR

Limited innovation
in products offered
to end customers

-Accuracy of forecast
-Forecast time period
- Breakdown
NDM/DM

Potential
solutions

Code Changes ?
Metering ?

Communication ?
Education ?

Incentives ?

Issues raised by Customers

EA
uncertainties

Product
offerings

Issues
raised

Unclear whether
potential flexibility
exists

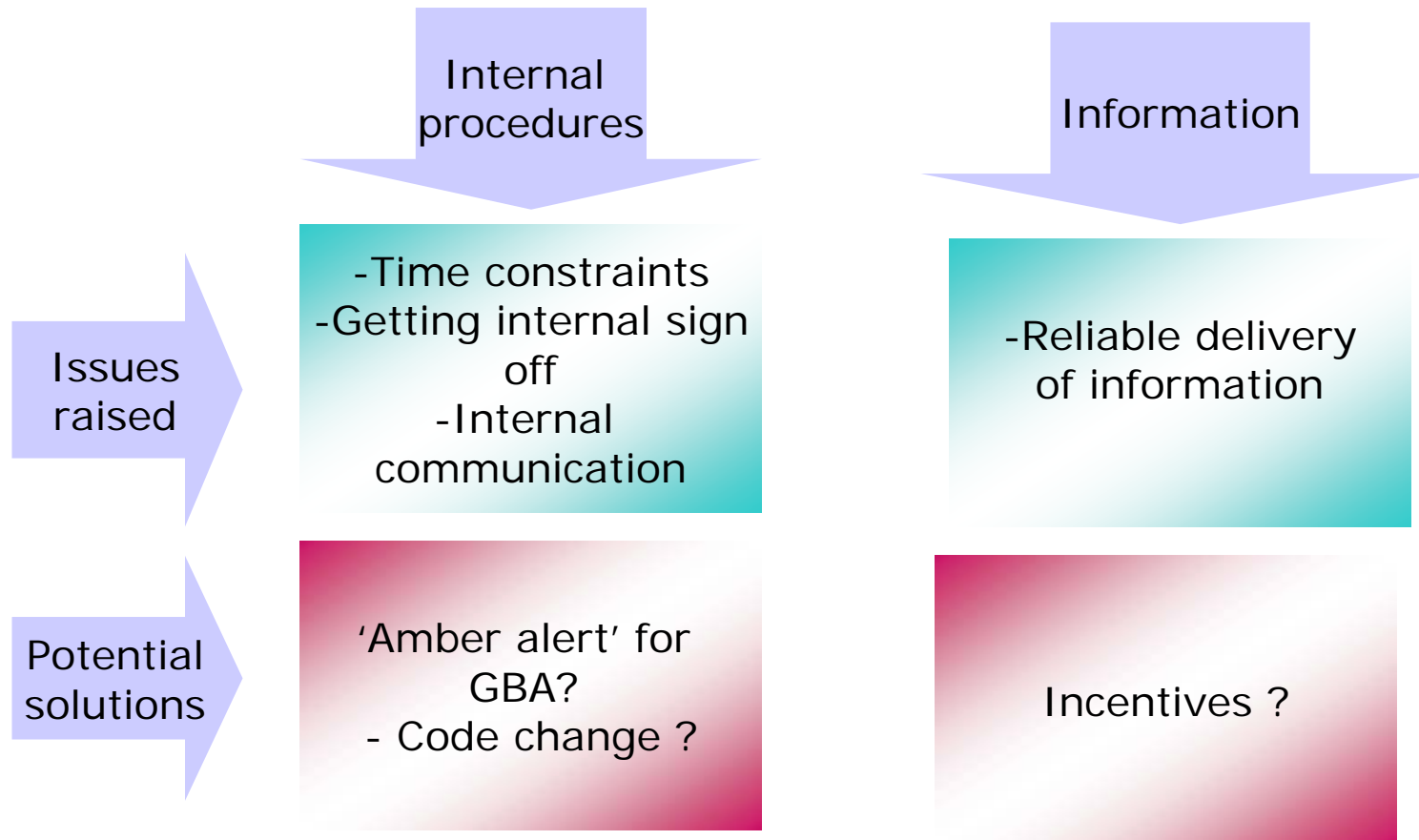
Not meeting
customer
requirements

Potential
solutions

Government/EA
to continue
discussions with
permit holders

Suppliers to work
with customers ?

Customer issues



Way forward

	NDM	Broker services	Demand Forecasting	EA	Product offerings	Internal procedures	Information
Issues raised	Smearing effect	Firm contracts	Accuracy DN/NDM split	Uncertainties	Customer requirements	Time constraints	Reliability
Potential solutions	Code Change	education	Incentives	Unclear whether potential flexibility exists	Flexible products	Amber alert -Code Mod	Incentives ?
Way Forward	Continued discussion	Use of Seminars	Ofgem Proposals for consultation	DTI/EA to consider	Seminars – customer/supplier interaction	DSWG/ Gas safety reserve/ Code change	Ofgem Proposals for consultation



Potential of short term wins – can be progressed ahead of next winter



Potential for areas to continue work to deliver medium term solutions

A large, central version of the ofgem logo, featuring the word "ofgem" in white lowercase letters on an orange rounded rectangular background. The background of the slide is a faded image of electrical components, including a three-pin plug and a fuse box.

Promoting choice and value for all
gas and electricity customers