LCNF Full Submission

Supplementary Answer Form

DNO Name:	Central Networks	Question Number:	CN017
Question Date:	16/09/10	Answer Date:	20/09/10
Question Topic:			

Original Question No:		Original Answer Date:	
Original Question:			
Original Answer:			

Question:	The risk assessment, does not outline the challenges of getting sufficient consumer engagement/sign-up; Have you assessed this risk and its impacts?

Answer:	We have assessed the risk of customer engagement and believe that with our strong collaboration with the Council and other partners, we will be able to significantly mitigate this risk. Specifically: • The agreements for the 60 demonstrator homes will be part of the lease of the properties by the council • We are fully integrated into Milton Keynes' Low Carbon Living Programme – community engagement is a critical part of this programme and will be covered comprehensively (appendix 2) • Milton Keynes is providing strong incentives for people to buy electric vehicles – free public charging and free parking in the centre of the city • We will be working with Open University who have already begun engagement activities in Milton Keynes and who are able to leverage their website and podcasts (appendix 3) • We have significant support from I&C customers and we are continuing to engage with retailers to ensure that we are able to deploy the smart meters

	Even with these efforts we recognise some risk remains. For this reason, levels of customer adoption are considered twice in our Decision Point project planning, Appendix D, PB11 and PB22. At these two points in the project plan we will evaluate the level of customer adoption and retain or re-shape the project scope and research agenda accordingly.

Attachments:	