

LCNF Full Submission

Supplementary Answer Form

DNO Name:	WPD	Question Number:	WPD011
Question Date:	17 th Sept 2010	Answer Date:	21 st Sept 2010
Question Topic:			

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

Question:	<p>Previous deployment of monitoring has previously had significant problems due to customer suspicion/resistance. Need a good sample of customers to provide feeder profile as well as phase balance. How does WPD propose to ensure that a statistically significant sample will be obtained across the trial areas?</p>
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Answer:	<p>WPD are conscious of potential Customer suspicion / resistance, and emphasise that no demand data is being obtained on individual domestic Customers. WPD have designed the project to have minimal impact on customers and as such have configured the connection arrangements so that only voltage will be measured at Customer premises. Please see Appendix 7.</p> <p>In order to make sure that the right information is provided to the customer, and that any correspondence is tailored appropriately, WPD have:</p> <ul style="list-style-type: none"> Utilised experience of people involved in operating smart metering trials elsewhere to
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	<p>develop the consumer engagement strategy</p> <ul style="list-style-type: none"> • drawn on our partner RWE NPower input in formulating the Customer communications plan. • submitted the plan to Consumer Focus for review, who have circulated it within their organisation and subsequently provided feedback to WPD which is being incorporated. <p>In the event that Customer agreement cannot be obtained on a given feeder, the opportunity may exist for measurements to be taken at street furniture / lighting connections as the majority of such connections in WPD are direct to WPD main and not via dedicated street lighting circuits. This would be facilitated with Local Authorities via WAG, who have given their written support for the Project –please see Appendix 5.</p> <p>As part of the project design, WPD has considered the number of sites required to make the project statistically relevant, and have sought knowledge on this from Accenture and their experience with the Ofgem EDRP project, which was also required to be statistically relevant. In formulating the project WPD have balanced the need to have scale that will provide data for statistical analysis against the cost of a higher order of deployment. The project, in terms of numbers of customers connected to monitored substations, captures 10% of all WPD South Wales Customers. This sample size is achieved as stated in Box 1 in the Method section, through existing and future Welsh Assembly Government 'Arbed' sites, npower's Community Energy Saving Programme (CESP) and Carbon Emissions Reduction Target (CERT) customers.</p> <p>A 10% sample size should provide sufficient scale for statistically relevance.</p>
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Attachments:	
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