

*LCN Fund Full Submission*

# *Supplementary Answer Form*

Tick if this answer is Confidential: ☐

Tick if this answer has been provided verbally: ☒

Project code:	NPGT203	Question Number	19
Question date	3 October 2013	Answer date	11 October 2013
Submission section question relates to	Expert panel bilateral		
Topic	<b>Learning</b>		
Question	Can you explain how the learning from the CLNR project would feed into this project?		
Notes on question			
Answer	<p>The learning and experience from CLNR will feed into ACE through technical, social, DSR and project management routes.</p> <p><b>Technical learning</b></p> <p>The ACE trials draw from CLNR learning on data capture and analysis and modelling through:</p> <ul style="list-style-type: none"> <li>• network monitoring equipment specification, installation and commissioning;</li> <li>• data communication and storage;</li> <li>• network and smart meter data analysis and visualisation techniques;</li> <li>• current and emerging load characteristics, potential network constraints and implications for modelling load and load growth on networks; and</li> <li>• solutions modelling and techniques to evaluate the optimum mix of network technologies.</li> </ul> <p><b>Social learning</b></p> <p>ACE trial design benefits from CLNR learning on the scope customers have to be flexible. CLNR provides general understanding on customer flexibility for providing DSR through:</p> <ul style="list-style-type: none"> <li>• customer engagement techniques;</li> <li>• customer willingness to engage with their energy use and change</li> </ul>		

	<p>their own behaviour;</p> <ul style="list-style-type: none"> <li>• a knowledge of social factors and demographic analysis;</li> <li>• an understanding of factors affecting energy practices; and</li> <li>• capacity for flexibility, flexibility drivers and inhibitors.</li> </ul> <p>More specifically, CLNR informs ACE that different customer types can provide different access to DSR.</p> <ul style="list-style-type: none"> <li>• Domestic customers demonstrate an ability to provide DSR through fuel switching (e.g. using gas cooking facilities), changing timing of their energy use (e.g. using wet appliances at off-peak times) and energy reduction.</li> <li>• I&amp;C customers sometimes lack social and technical know-how on how to achieve targets and facilitating their engagement in DSR can lead to win-win outcomes for both customers and DNOs.</li> </ul> <p><b>Specific DSR learning</b></p> <p>The DSR diagnostic tool will build on the CLNR trial data through incorporating:</p> <ul style="list-style-type: none"> <li>• residential and SME time of use tariffs;</li> <li>• residential direct control (heat pumps and washing machines);</li> <li>• residential restricted hours (heat pumps and washing machines); and</li> <li>• DSR from large I&amp;C customers.</li> </ul> <p><b>Project management, knowledge dissemination and compliance</b></p> <p>The overall management of ACE will benefit from CLNR knowledge on:</p> <ul style="list-style-type: none"> <li>• project structure and governance;</li> <li>• engaging with multiple partners;</li> <li>• risk, issues and change management;</li> <li>• running knowledge dissemination events; and</li> <li>• customer engagement plans and data protection strategy.</li> </ul> <p>This will ensure ACE is smoothly run across the numerous stakeholders and trial organisers to support long-term integrated participation.</p>
Attachments	
Verbal Clarifications (Consultants)	