



Nisha Doshi  
Smarter Grids and Governance team,  
Ofgem,  
9 Millbank,  
London,  
SW1P 3GE

Dear Sir,

**Subject: UKPN Flexible Plug and Play – Successful Delivery Reward Application**

Silver Spring networks is pleased to respond to the consultation regarding UKPN's SDRA for the Flexible Plug and Play project, in which we were involved as a partner organisation, supplying the RF Mesh communications aspect of the solution trialed.

We felt that the project was very well managed throughout by UKPN. FPP was an ambitious project from the start, and notable from our perspective as one of the only LCNF projects which considered the communications platform as a key part of any smart grid service, and therefore the trial. The project has exceeded all expectations, has won many awards, and has been such a success with UKPN's customers that the demand for the service to be expanded as a business as usual one has been huge. Of particular note from SSN's perspective were:

- The way the company has managed partnerships with several contributing organisations – this has worked extremely well, with regular partner meetings and much collaboration to deliver such an innovative project. We all understood the other parts of the project, and also the commercial and customer services objectives
- Knowledge dissemination – this was core part of the project plan from the start, and there have been many events and collaborations with other DNO's and other interested parties, as well as documentation, reports, presentations and digital content. UKPN has also done a very good job of briefing its own organisation on the objectives and outcomes of the project.
- Testing of outcomes – this was performed in a formal and extremely thorough way, and gives credibility to the outcomes of the project
- Technical knowledge of the UKPN teams – the teams developed a detailed understanding of how our technology worked, and were therefore able to get the best from it

Please do not hesitate to contact me with any questions.

Yours Faithfully,

Rachel Eyres  
Sales Director, UK & Ireland  
Tel: 07500 048 691  
Email: [reyres@silverspringnet.com](mailto:reyres@silverspringnet.com)