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Dear Sir/Madam,

Zero Carbon Futures (UK) Limited, as the deliverer of the North East's Plugged in Places (NE PIP) project called Charge Your Car, is writing in response to your consultation request regarding Northern Powergrid's SDR application for the Customer-led Network Revolution (CLNR).

NE PIP's objectives were to create a comprehensive network of electric vehicle (EV) charging points across the North East region, whilst evaluating charging technologies, investigating user behaviour and advancing common standards. The project consequently installed 1,163 charge points in public places, workplaces and the homes of EV drivers in the region by June 2013. The opportunity to work with CLNR to investigate EV charging behaviour in domestic situations proved key to the success of the domestic element of the NE PIP project. From 2012 the two projects worked closely together to engage a significant number of customers and provide a large volume of charge points in the homes of EV Drivers. Smart meter data and qualitative survey data was then collected over an extended period to monitor actual recharging behaviour, identify patterns and the resulting impact on whole house energy usage. This collaboration between energy and transport projects has proved to be highly complementary and beneficial. The results, which clearly demonstrate the link between energy and transport, are therefore of great interest to both OLEV and DECC UK government departments and to other DNOs interested in the likely impact of EVs on the grid.

Leveraging private and public sector funding from across government departments and regional organizations in this way has removed significant barriers to the adoption of home charge points in the region, and directly enabled the uptake of EVs in volume. This is contributing to the reduction of transport emissions across the region, in line with the EU target for a 60% reduction in CO₂ emissions from transport by 2050. Joining up funding in this way has increased the cumulative added value, raising the impact of the individual investments made.

The collaboration with CLNR has also increased the dissemination of knowledge about low carbon technologies to homeowners in the region, and in our opinion has therefore also helped to raise awareness of the need for and ability to reduce carbon emissions amongst the general public.

Question 1: Do you consider that the SDRCs have been delivered to a quality expected from the Full Submission, in a timely and cost effective manner?

We experienced some unavoidable delays in EV uptake, resulting from uncertainty in the nascent EV market, and therefore less data was collected than originally envisaged. However, ZCF believes that the collaboration with CLNR has produced one of the largest domestic charging datasets currently available in the UK or Europe. The reports produced using this data will be a rich source of information for other DNOs and domestic energy providers in planning their provision for future years as EVs become a greater part of the UK transport sector. Combining funding from complementary OLEV and LCN Funds has enabled this to be produced in a cost effective manner.

Question 2: Do you consider the project has been well-managed and has implemented best available principles, processes and practices for managing change and risk?

The processes which NPG used to deliver this element of CLNR provided sufficient control, planning and measurement of performance. Regular scheduled programme meetings and reporting processes ensured that any issues were identified and quickly addressed to prevent escalating lead times or cost. Risks were regularly reviewed and any requests for change were managed using a formal change management process. Customer Engagement Plans were used to govern the interactions with EV drivers/homeowners in line with a Data Protection Strategy.

Question 3: Do you consider that the change proposal process was managed well by the network company?

We did not experience any material change requests as part of our interaction with CLNR and therefore cannot comment upon this aspect.

In summary, ZCF would welcome the opportunity to collaborate with Northern Powergrid again on future projects.

We hope you find this feedback useful.

Yours faithfully,

Josey Wardle

Infrastructure Manager
Zero Carbon Futures (UK) Limited.