|  |  |  |
| --- | --- | --- |
| Network Innovation Competition 2020 Supplementary Answer form | | |

|  |  |  |  |
| --- | --- | --- | --- |
| Project Name | QUEST | | |
| Question number | #15 | Pro forma section | Section 2 |
| Question date | 25/08/20 | Answer date | 27/08/20 |
| Question summary | The previous voltage projects (CLASS, etc.) provided learning on customer behaviour as far as voltage and losses are concerned. Which customers were identified as voltage sensitive? What additional learning about behaviour do you hope to gather through QUEST. | | |

## 

## Answer (please retain document formatting and do not exceed 2 pages unless otherwise agreed with Ofgem)

Previous Electricity North West innovation projects, including CLASS, have established that the majority of customers do not discern voltage control. However, it is recognised that some atypical customers, usually I&C, such as heavy industry, may operate equipment that is especially sensitive to routine voltage variations, either by design or by configuration, even though supply voltage levels are within statutory limits. These customers may configure their equipment based on the supply voltage characteristics they would traditionally expect to receive from our network.

However, we are aware of a need to change the way in which we control voltage, for instance, by operating more widely within the permissible voltage range thereby realising considerable benefits for customers.

During QUEST we will engage with several customers that we could expect to be representative of voltage-sensitive customers, to learn more about how they operate their systems and configure their equipment. This understanding will allow us to produce recommendations for them to review their strategies, based on how our system will operate going forward.