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| Network Innovation Competition 2020 Supplementary Answer form | | |

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| Project Name | QUEST | | |
| Question number | #9 | Pro forma section | Section 2.1 |
| Question date | 25/08/20 | Answer date | 27/08/20 |
| Question summary | Is it appropriate for Quest to try to help HV customers manage their demand?  If the HV volts are low then the HV system losses will be higher than they might otherwise be.  Also, managing their consumption and energy efficiency should be the sole preserve of HV customers.  Please explain what is behind the last bullet on p5. | | |

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

By co-ordinating voltage control techniques across the entire distribution network and optimising voltage profiles accordingly, QUEST will enable us to elicit demand reductions across many areas of our network, providing benefits to all of our customers at all voltage levels.

Given this, the bullet point on page 5 refers to the benefits to all customers obtained through reducing demand. By reducing the voltage, and thereby the demand, we release capacity, facilitating the connection of Low Carbon Technologies and contributing to the Energy System Transition, which delivers benefits for all our customers.