

Gas Network Innovation Competition Full Submission
Supplementary Answer Form

Project: __Real-Time Networks__

Tick if this answer has been provided verbally: ☐

Project code	SGN_GN_03	Question Number	27
Question date	29/09/15	Answer date	02/10/15
Submission section question relates to			
Topic			
Question	If SGN were to encounter access problems (particularly in the domestic sector), how does it propose to overcome these? What is your plan B? Have you considered offering a modest payment/incentive to help secure agreed access?		
Notes on question			
Answer	<p>SGN have a high level of confidence in reaching the required levels of access from domestic consumers. Previous successful customer engagement activities through innovation projects and the wider business have given an understanding of the relevant processes and challenges in these activities.</p> <p>Following recommendation received at the second bilateral session, we are happy to address this concern and offer a further incentive to customers that participate. Specific details of this element of the project will be included in the Customer Engagement Plan, however conceptually, a £20 high street voucher will be offered to all of the participating domestic customers in exchange for fitting a logger at their meter. The voucher will be delivered to the customer on removal of the logger at the end of that phase of the project.</p> <p>SGN and DNV GL will each contribute 50% of the cost of this activity as a goodwill gesture. Please note this will result in a change to the Total Project Costs, Network Licensee Extra Contribution and External Funding but will <i>not</i> impact on NIC Funding Request.</p>		

Attachments	
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