

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	3
Question date	25/08/2015	Answer date	27/08/2015
Submission section question relates to	5.3		
Topic			
Question	There is a potential risk if consumers do not agree to data logging and smart meter roll out is not complete. SGN have planned to mitigate this through customer engagement which could prove costly and is not guaranteed to deliver sufficient customers required for statistical analysis. What is the likelihood / mitigation for this eventuality?		
Notes on question			
Answer	<p>The consumer data logging volumes identified have been statistically derived to ensure representativeness and scalability. Learning from other innovation projects has influenced the project customer engagement strategy, while guidance from service providers with expertise and experience in this specific area has offered an informed view of achievable access rates.</p> <p>Through the Opening Up the Gas Market (OGM) NIC project, we have successfully delivered a large scale customer engagement exercise. Of 1104 customers in Oban, we achieved greater than 92% access with less than 1% of customers refusing access. This was a far more challenging customer engagement exercise, where access and consent from all properties in a specific area was required. Furthermore, there was significantly more disruption to customers within the OGM project, who had to allow access into their homes and disruption to their supply. Many of the target meters we select will be externally housed and not require customers to be in to allow us access to fit the loggers, nor disrupt their supply.</p> <p>The project team has engaged with gas industry leaders in consumer data logging in order to gain a view of previous access rates as well as suggested sample sizes. From these discussions, and based on previous work we are</p>		

	<p>confident that this risk can be mitigated. Nonetheless, the project is also structured with Go/No-go stage gates to ensure effective project control and spend.</p>
Attachments	