

# Welcome

# Energy Innovation

# Basecamp

28 February 2023 ICC Birmingham



# How can we better serve our Worst Served Customers?

EIP023

28 February 2023

## Background

- Worst Served Customers (WSC) mechanism in RIIO-ED1 allowed DNOs to invest where customers experience **12 or more high-voltage faults over a three-year period** with a minimum of **three faults in each of the three years**
- In RIIO-ED2 Ofgem has enhanced the mechanism – **minimum number of HV faults in each year reduce to two** - and making it more flexible but remains purposely specific and narrow in scope. Result is that **more customers** will be **classified as worst-served**
- Additionally, our challenge is how do we address the **increasing Priority Services Register (PSR) numbers** – related to age, medical needs, etc. – who live in **remote rural areas** where restoration times are longer
- Where **costs of traditional solutions prohibit** their implementation, we wish to **find innovative solutions** to improve service received by WSCs

## Enablers and Constraints

### Enablers

- UK Power Networks' Better Spur Protection and NPg's Silent Power projects have made an impact
- Customer data enables us to pinpoint where our PSR customers live which would help with delivery of targeted improvements/solutions

### Constraints

- Traditional solutions may be seen as not cost effective when involving 1 - 50 customers
- Undergrounding of an overhead line, overlay of old cable or ringing in HV spurs/tees can take two or more years to deliver – often held up by legal consents

## Involvement and Implementation

UK Power Networks plans to invest up to **£28m** which will deliver at least **25%** improvement in reliability for eligible WSCs during RII0-ED2. We expect that the equivalent of **10,000 customers** p.a. will see an improvement in reliability

### Stakeholders

- **WSC** - improving the quality of supply to these customers will benefit this group
- **Network Operations** – A more reliable/resilient network would mean that a network fault is less likely to occur
- **Network Control** – Remote control of the network shall be enhanced
- **Asset Management** – The solution would allow quicker enhancement of the electricity network by Network Planning Teams, and potentially less reliance on a legal wayleave/easement process.

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## #Basecamp28

Participant joining code  
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